GE
Security

Visitor Central™ 1.5.1
User Manual

Enterprise visitor management software that can operate standalone, or integrate with your access control system

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This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

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Contents

Preface ix
Conventions used in this manual ix
Safety terms and symbols ix
Notice about computer viruses ix
Following a sequence x
Chapter 1. Installing Visitor Central 1
Peripheral hardware configuration matrix 2
System preparation matrix 3
Pre-installation checklist 4
Recommended hardware and software 4
Hardware 4
Software 5
Preparing the operating system 7
Windows Vista 7
Windows firewall 8
Installing Microsoft SQL Server 10
Installing Microsoft SQL Server 2008 10
Installing Microsoft SQL Server 2005 15
Install SQL 2005 Service Pack 2 20
Setting SQL Server Agent Properties 20
Installing Microsoft SQL Server 2000 21
Installing Microsoft SQL Server 2000 Service Pack 4 21
Microsoft SQL Server verification 24
Sample Visitor Central deployment scenario 25
Installing Visitor Central software 26
Installing Visitor Central server 27
Licensing Visitor Central 30
Installing Visitor Central client 32
Prerequisites 32
To install from the Visitor Central CD 32
To install from the Visitor Central Server 32
When installation begins 33
What's next? 35
Chapter 2. Launching and navigating Visitor Central 37
Launching the application 38
Selecting a Visitor Central module 39
Starting Visitor Central application 39
Logging on to Visitor Central administrator's module 39
Selecting a facility 39
Navigating the Visitor Central administrator's module 40
Creating, editing, and deleting records 49
Creating records 49

Editing records . . . 49
Deleting records . . . 50
Configuring kiosk pages . . . 51
What's next? . . . 51
Chapter 3. Configuring Visitor Central . . . 53
Checklist . . . 54
Creating facilities . . . 55
Related procedures . . . 56
Creating visitor types . . . 57
Fields and controls . . . 57
Related procedures . . . 57
Creating watch lists . . . 58
Fields and controls . . . 59
Related procedures . . . 59
Adding a visitor to a watch list . . . 59
Adding clients . . . 60
Fields and controls . . . 61
Related procedures . . . 61
Configuring SMTP server . . . 63
Fields and controls . . . 63
Related procedures . . . 64
What's next? . . . 64
Chapter 4. Defining Visitor Central permissions and operators . . . 65
Overview . . . 66
Creating facility permission profiles . . . 68
Example . . . 68
Fields and controls . . . 69
Related procedures . . . 70
Creating system permission profiles . . . 71
Example . . . 71
Fields and controls . . . 72
Related procedures . . . 74
Configuring permissions . . . 74
Example . . . 75
Fields and controls . . . 75
Related procedures . . . 76
Defining operators . . . 76
Example . . . 76
Fields and controls . . . 77
Related procedures . . . 78
Linking facility permission profiles, permissions, and operators . . . 79
Examples: . . . 79
What's next? . . . 86

Chapter 5. Using Express Check-in module 87
Overview 88
Prerequisites 88
Calibrating the scanner 88
Configuring .xml files 89
Selecting a sample badge layout 90
Configuring expressconfig.xml file 94
Configuring layout .xml files 94
Sample commented .xml file 96
Configuring .xml values 99
.xml badge designs saved from Badge Designer 104
Implementing bar codes in express badges 105
RGB values 107
Configuring a displayed document 107
Checking in 108
Entering data manually 108
Using the scanner 109
Banned visitors 110
Changing the banned reason 110
Changing the badge status 110
Exiting the Express Kiosk module 111
What's next? 111
Chapter 6. Using Preregistration module 113
Introduction 114
Appointment checklist 114
Logging on to Preregistration 114
Logging on/off 114
Fields and controls 116
Update profile 117
Related Procedures 117
Express status changer 118
Related procedures 118
Generating an Express report 118
Fields and controls 119
Related procedures 119
Viewing the appointment list 119
Related procedures 120
Creating a new appointment 120
Fields and controls 121
Related procedures 121
Identifying the host making the appointment 122
Fields and controls 122
Related procedures 122
Adding a visitor to an appointment 124

Existing visitors 124
Fields and controls 124
Related procedures 125
Creating a new visitor record 125
Fields and controls 126
Related procedures 126
What's next? 126

Chapter 7. Using administrator's module 127

People overview 128
Defining personnel (people) 128
Example 128
Fields and controls 129
Related procedures 131
Defining personnel type 133
Fields and controls 134
Related procedures 134
Defining departments 135
Fields and controls 136
Related procedures 136
Defining banned reasons 137
Fields and controls 137
Related procedures 138
Changing the banned reason 138
Managing appointments 139
Defining roles 139
Appointment checklist 140
Adding visitor contact information 141
Fields and controls 141
Related procedures 142
Adding a visitor's addresses and user fields 142
Fields and controls 142
Related procedures 142
Making an appointment 143
Fields and controls 144
Scheduling an appointment: 144
Assigning visitors to appointments 145
Fields and controls 145
Using the appointment monitor 146
Fields and controls 146
To check in a visitor from the appointment monitor: 147
To check in a visitor that has an appointment: 149
To create an appointment and check in a visitor: 150
Printing a visitor badge 151
Fields and controls 152

Configuring system parameters 153
Creating an operator default password 153
Fields and controls 153
Related procedures 153
Configuring user fields 154
Fields and controls 154
Related procedures 155
Mapping scanner configuration fields 155
Related procedures 156
Checking in using the scanner 157
Watch list visitors 157
Configuring a Displayed Document 158
Fields and controls 159
Related procedures 159
Managing badges 159
Defining badges 159
Fields and controls 160
Related procedures 161
Creating badge designs 162
Example 162
Fields and controls 163
Related procedures 164
Badge designer workspace 165
Tool bar 166
Grid 168
Related procedures 168
Adding a bar code 170
Drawing a bar code 170
Defining custom badge formats 171
Fields and controls 171
Related procedures 172
Implementing a custom badge format 172
Configuring Enterprise Kiosk pages 173
Customizing the Enterprise Kiosk 174
Fields and controls 174
Related procedures 175
Configuring Enterprise Kiosk pages 176
Fields and controls 178
Related procedures 178
Adding graphic images to pages 179
Fields and controls 180
Changing page order 181
Fields and controls 181
Configuring default Enterprise Kiosk Check-in 181
Fields and controls 182

Creating database reports . . . 182
Fields and controls . . . 182
Creating a report . . . 184
Viewing a report . . . 185
SQL variables . . . 185
SQL keywords . . . 186
Logical operators . . . 188
Relational operators . . . 188
What's next? . . . 188
Chapter 8. Using the Enterprise Kiosk . . . 189
Using a Visitor Central Enterprise Kiosk . . . 190
Prerequisites . . . 190
Calibrating the scanner . . . 190
Starting the Visitor Central Enterprise Kiosk . . . 191
Checking in . . . 191
Fields and controls . . . 192
Related procedures . . . 192
Changing status of an appointment invitee . . . 193
Exiting Enterprise Kiosk . . . 194
Chapter 9. Integrating access control . . . 195
Overview . . . 196
Prerequisites . . . 196
Licensing for access control integration . . . 197
Integrating with Picture Perfect . . . 197
Integrating with Secure Perfect . . . 197
Integrating with FCWnx . . . 198
Updating the hosts file . . . 198
Integrating access control and Visitor Central . . . 199
Fields and controls . . . 199
Related procedures . . . 202
Verifying imported data and export configuration . . . 206
Configuring access rights/categories for visitor types . . . 207
Used with appointments . . . 207
Used with Express Kiosks . . . 207
Checking in visitors . . . 209
Express visitors . . . 209
Visitors with prior appointments . . . 209
Checking out visitors . . . 210
Express visitors . . . 210
Visitors with prior appointments . . . 210
Chapter 10. Upgrading Visitor Central . . . 211
Overview . . . 212
Server Upgrade . . . 212

Client Upgrade 214

Appendix A. Troubleshooting 217

Visitor Central FAQs 218
Identifying SQL port number 218
Using MSDE Admin utility 220
Setting debug levels 220
Related procedures 222
Viewing installation log files for Visitor Central server 222
Viewing log file for Visitor Central server 222
Viewing Tomcat logs 222
Viewing Visitor Central Preregistration log files 222
Viewing scanner service log files from event viewer 223
Application not loading 225
Verifying Java plugin version 226
Enabling Java Virtual Machine for my browser 226
Verifying JMF installation 226
Testing camera operations 227
Changing database passwords 227
Uninstalling Visitor Central 228
Uninstalling Visitor Central Kiosk 229
Backup and restore options 230
SQL Server 2005 and 2008 Management Studio backup and restore 230
System recovery checklist 230
Backing up with SQL Server 2005/2008 Management Studio 231
Backing up 'gevisitorcentral' database with Microsoft SQL 2005/2008 Management Studio 231
Restoring with Microsoft SQL 2005/2008 Management Studio 232
Restoring Visitor Central 'gevisitorcentral' database with Management Studio 232
SQL Server 2000 Enterprise Manager backup and restore 233
Enterprise system recovery checklist 233
Backing up with SQL Server 2000 Enterprise Manager 233
Backing up 'gevisitorcentral' database with Enterprise Manager 234
Restoring with SQL Server 2000 Enterprise Manager 235
Restoring Visitor Central 'gevisitorcentral' database with Enterprise Manager 235
Restoring 'gevisitorcentral' database from tape with Enterprise Manager 236
Reclaiming hard drive space 236
Other maintenance options with SQL Server 2000 Enterprise Manager 237
MSDE Admin backup and restore 238
Install MSDE Admin 238
Backup with MSDE Admin 238
Restore with MSDE Admin 239
Contacting technical support 241

Index 243

Preface

Visitor Central™ extends all the benefits of an electronic visitor management system, and more. Besides replacing manually prepared paper-based visitor logs, Visitor Central produces professional, customized photo visitor badges. Additionally, Visitor Central lets you authorize employees to access the Visitor Central application and host visitors. Items that display in the application panes are determined by the current user access privileges.

This document is intended for system administrators who are responsible for the planning and implementation of the system design, and who perform system configuration and setup using Visitor Central™ forms that are accessible only to the master-level operator. Operators using the system should read the chapters that relate to their duties.

The material in this document has been prepared for persons responsible for, and familiar with the security needs of the customer facility. Changes since the last publication of this document are marked by a change bar, which is a vertical line in the margin that visually identifies significant new or revised material.

Conventions used in this manual

The following conventions are used in this manual to make it easier for you to identify important information.

Bold	Menu items and buttons.
	Windows, panes, tabs, fields, variables, and other GUI elements.
Italic	Titles of books and various documents.
	Emphasis of an instruction or point; special items.
Monospace	Text that displays on the computer screen. File names, path names, or coding sequences.
Blue italic	Hyperlinks to cross-references, related topics, and URL addresses.

Safety terms and symbols

These terms may display in this manual:

	Improper use could cause equipment damage or serious personal injury.
	Improper use may cause equipment damage.

Notice about computer viruses

GE recommends that antivirus protection software be installed and frequently updated on GE Servers and workstations before connecting them to any network. GE assumes no responsibility for damage caused by computer viruses, protecting your GE system from viruses, or installing antivirus protection software required by your IT Department.

Contact your IT Department regarding antivirus software before connecting your system to a network.

Following a sequence

We recommend the following sequence for preparation and use of your Visitor Central system:

Table 1. Recommended preparation and use sequence

1. Complete hardware installation and configuration - *"Peripheral hardware configuration matrix" on page 2*
2. Decide Visitor Central system requirements in your facilities - *"System preparation matrix" on page 3*
3. Install Visitor Central software - *"Pre-installation checklist" on page 4*
4. Navigate the Visitor Central system - *Chapter 2, Launching and navigating Visitor Central on page 37*
5. Configure facilities, visitor types, and clients - *Chapter 3, Configuring Visitor Central on page 53*
6. Define operators (hosts) and permissions - *Chapter 4, Defining Visitor Central permissions and operators on page 65*
7. Begin using the Express system for visitors WITHOUT an appointment: • *Chapter 5, Using Express Check-in module on page 87* • *Chapter 6, Using Preregistration module on page 113*
8. Use the Enterprise system administrator's module to define people, make appointments, assign visitors, monitor, and manage - *Chapter 7, Using administrator's module on page 127*
9. Begin using the Enterprise kiosk for visitors WITH an appointment - *Chapter 8, Using the Enterprise Kiosk on page 189*

Chapter 1 Installing Visitor Central

This chapter provides a list of prerequisites for a successful Visitor Central system, as well as step-by-step instructions for installation. Follow instructions in the order presented.

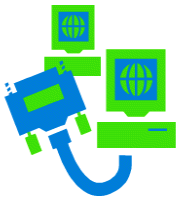
In this chapter:

Peripheral hardware configuration matrix 2
System preparation matrix 3
Pre-installation checklist 4
Recommended hardware and software 4
Preparing the operating system 7
Installing Microsoft SQL Server 9
Sample Visitor Central deployment scenario 24
Installing Visitor Central software 25
Installing Visitor Central server 26
Licensing Visitor Central 29
Installing Visitor Central client 31
What's next? 34

Peripheral hardware configuration matrix

Use this list of considerations when preparing a successfully employed Visitor Central system.

Table 2. Peripheral hardware installation matrix

Visitor Central Peripheral Hardware Configuration Matrix							
	Computer	Printer	Camera	License/Passport scanners	Bar code scanner	Touch screen monitor	Other
Minimum requirements met (refer to Installation Manual received with device as well as this manual.)							
Software installed including necessary Service Packs							
Drivers installed							
Configuration complete							
Calibration required and complete							
Product is licensed or registered							
Power cables connected and plugged in to power supply							
USB cables connected to USB port of computer							
Network connection configured (check with your IS Dept.)							
Print material (badges) loaded							
Ink cartridges loaded							
Network cable connected and connection configured							
Internet configuration complete							
Firewalls disabled during installation							
Printer alignment tested							
Proximity and Vicinity/Mifare Desktop Credential Reader installed (if applicable for access control integration)							
Other:							

System preparation matrix

This matrix is a sample of requirements in a Visitor Central system configuration. Before you begin, we recommend that you review this matrix, and then discuss the options and information requirements of your company in a Visitor management system.

Table 3. System preparation matrix

Visitor Central System Preparation Matrix								
		COLLECT FROM SCAN	Escorted	Not Escorted	Contractor	Employee	Other	Other
Decide Visitor Types:								
Decide data collection requirements:	First/last name	X	B	B	B	B		
	Company							
	Title							
	Address							
	Host							
	Facility							
	Department							
	Employee ID							
	PIN							
	Add as operator							
	Banned Reasons							
Create and assign badge designs:	Landscape logo							
	Portrait logo							
	Custom 1							
	Custom 2							
Legend: D = Data only P = Print only B = both								

Pre-installation checklist

To prepare your Visitor Central Server computer, refer to this checklist of reminders:

Note: Before you begin, you must have an Internet Explorer 6.0 with Service Pack 2 or higher connection configured.

- ❒ See your IS Administrator to set network settings appropriate for your Visitor Central configuration.
- ❒ Meet minimum recommended hardware and software requirements. Refer to *"Recommended hardware and software" on page 4*.
- ❒ Install the operating system.
- ❒ Install peripheral devices such as printers, cameras, a scanning device, and optional touch-screen monitor, as supported by GE.

  Note: For faster response, we recommend that the printer be directly connected to your workstation.

Recommended hardware and software

Hardware

The following are recommended minimum hardware requirements for the Server computer:

- ❒ Intel® Pentium® 4 1.5 GHz processor
- ❒ 512 MB RAM for Server computers (256 MB RAM for client computers)
- ❒ SVGA Monitor, 1024 by 768 resolution or greater, 16-Bit High Color
- ❒ 101 Keyboard
- ❒ Mouse or Trackball device
- ❒ Network card
- ❒ 40 GB hard drive space on Servers (20 GB hard drive space on client computers)
- ❒ Up to four available USB 1.1 or USB 2.0 ports

For Visitor Central Web clients, imaging clients, and kiosk:

- ❒ GE supports the following printers, installed according to manufacturer's instructions:
  - Epson C8X series (C88, C86, C84, C82, or C80)
  - Lexmark Models 510 and 510N

❒ GE supports the following cameras, installed according to manufacturer's instructions:

- Digi Watchport V and V2 Cameras
- Logitech QuickCam

❒ GE supports the following scanners:

- Scanshell 800 drivers license scanner
- Scanshell 1000 document scanner

❒ GE supports any scanner-type bar code reader that can read these barcode types:

- Code 128
- Code 2 of 7
- Code 3 of 9

❒ OPTIONAL

- Touch-screen monitor with monitor resolution to a minimum of 1024 by 768 pixels.
- Proximity and Vicinity/Mifare Desktop Credential Reader (if applicable for access control integration)
- Topaz Signature Tablet Model T-L462-HSB
- Topaz Signature Tablet Model T-LBK766

Hard drive space varies depending on your system environment. If you elect to partition your hard drive, verify that sufficient space remains in your system drive for your program files to load properly.

Software

The following are recommended minimum software requirements:

❒ One of the following for Server computers:

- Windows 2003 Server R2 Standard Edition
  - Microsoft SQL Server 2005 Standard Edition with Service Pack 2, and a named instance of VCSQL
- Windows XP Professional (SP3 or later) or Windows Vista Business (SP1 or later)
  - Microsoft SQL Server 2008 Express with a named instance of VCSQL
- Windows Server 2008
  - Microsoft SQL Server 2008 with a named instance of VCSQL

- ❒ One of the following for Server and client computers:
  - Windows XP Professional (SP3 or later)
  - Windows Vista Business (SP1 or later)
- ❒ Internet Explorer 6.0 with Service Pack 2 or higher
- ❒ Device drivers for attached peripherals

The following items are required for imaging kiosks:

- ❒ Java 6 update 13 (installs automatically during Visitor Central installation)
- ❒ JMF imaging component (installs automatically during Visitor Central installation)
- ❒ JMF Diagnostics (installs automatically during Visitor Central installation)
- ❒ These items are required for imaging kiosks. Active links display on the Visitor Central Webtop home page after logon for your convenience in downloading and installation of the following:
  - Java 6 update 13*
  - JMF imaging component*
  - Flash Plug-in*
  - CSSN Driver Licenses and Passports SDK*
  - .Net Framework*
  - If your Visitor Central system uses a firewall (such as BlackICE) for network communication, you may need to disable the firewall or add Visitor Central to the firewall application exceptions list.
  - Drivers for the Topaz SignatureGem Tablet

* Automatically installs during Visitor Central client CD installation

Preparing the operating system

Note: If you purchased this system from GE, the operating system is installed for you.

If your chosen operating system is not already installed on your system, you need to install it now.

1. Insert the Windows Installation disc in your CD/DVD drive and follow the instructions provided by the Microsoft documentation.

2. This section represents an overview of the installation procedure and does not provide step-by-step instructions to install the operating system.

   During the installation of the operating system, review the following items:

Note: A Visitor Central Server name cannot contain an underscore (_).

- You are asked to select a file system type. For added security, we recommend that you select **NTFS**.
- In the 'Networking Settings' window, we recommend that you select **Typical Settings**. If you need to select Custom Settings, please consult your network administrator.
- For network services and binding, leave the default settings.
- At the 'Workgroup or computer domain**'** window, select one:
  - **No, this computer is not on a network, or is on a network without a domain. Type a workgroup name in the following box.**
  - **Yes, make this computer a member of the following domain**.
- Enter the workgroup or domain name in the 'Workgroup or computer domain' field.
- By default, the Password Policy is enabled for Windows 2008 Server. You will be asked to change the Administrator password after installation is complete.

For additional information, consult your Microsoft documentation.

Windows Vista

If you install Visitor Central server on a Windows Vista system, you must disable the User Account Control (UAC) before installing the Visitor Central application.

To disable the User Account Control (UAC):

1. Click Start, and then click Control Panel.

Control Panel Home View

2. Click User Accounts and Family Safety, and then click User Accounts.
3. Click Turn User Account Control on or off.

   Make sure the Use User Account Control (UAC) to help protect your computer check box is not checked.

Classic View

4. Double-click User Accounts.

5. Click Turn User Account Control on or off.

   Make sure the Use User Account Control (UAC) to help protect your computer check box is not checked.

Close all open windows.

6. Reboot your computer for changes to take effect.

Note: After installation and licensing the Visitor Central application, you can enable User Account Control (UAC) by selecting the Use User Account Control (UAC) check box.

Windows firewall

Windows Server 2003

Firewall exceptions list

If the Firewall is selected ON, **File and Printer Sharing** on the Firewall Exceptions list must be enabled. The SQL database port and port 8080 (HTTP communication) must also be added to the Firewall Exceptions list.

To enable **File and Printer Sharing**:

1. Click **Start** and then click **Control Panel**.
2. On the control panel, double-click **Windows Firewall**.
3. On the **Exceptions** tab of the **Windows Firewall** window, make sure that the **File and Printer Sharing** check box is checked, and then click **OK**.

To add the SQL database port to the Firewall Exceptions list:

1. On the **Exceptions** tab of the **Windows Firewall** window, click **Add Port**.
2. On the Add a Port window, enter the SQL database port number. To obtain the SQL database port number, refer to *Identifying SQL port number* on page 218.
3. Select **TCP**, and then click **OK**.

To add port 8080 (HTTP communication) to the Firewall Exceptions list:

1. On the **Exceptions** tab of the **Windows Firewall** window, click **Add Port**.
2. On the Add a Port window, enter 8080 in the Port number field.
3. Select **TCP**, and then click **OK**.

Windows Server 2008

Firewall exceptions list

If the Firewall is selected ON, the following must be enabled in the Firewall Exceptions list. The SQL database port and port 8080 (HTTP communication) must also be added to the Firewall Exceptions list.

- File and Printer Sharing
- Network discovery
- Workgroup Only: Remote Administration

To enable Firewall Exceptions selections:

1. Click **Start** and then click **Control Panel**.
2. On the control panel, double-click **Windows Firewall**.
3. On the Exceptions tab of the **Windows Firewall** window, make sure that the following check boxes are checked, and then click **OK**.
   - File and Printer Sharing
   - Network discovery
   - Workgroup Only: Remote Administration

To add the SQL database port to the Firewall Exceptions list:

1. On the **Exceptions** tab of the **Windows Firewall** window, click **Add Port**.
2. On the Add a Port window, enter the SQL database port number. To obtain the SQL database port number, refer to *Identifying SQL port number* on page 218.
3. Select **TCP**, and then click **OK**.

To add port 8080 (HTTP communication) to the Firewall Exceptions list:

1. On the **Exceptions** tab of the **Windows Firewall** window, click **Add Port**.
2. On the Add a Port window, enter 8080 in the Port number field.
3. Select **TCP**, and then click **OK**.

Installing Microsoft SQL Server

Note: If you purchased this system from GE Security, SQL Server is installed and configured for you.

The SQL Server software is user supplied and is not included as part of a Visitor Central system. The SQL Server program stores and controls the Visitor Central databases. If you do not have SQL Server installed on the server computer that will store your databases, you must install it now. The following procedures provide a standard installation and based on your needs you may choose other available features. There are two versions:

- *Installing Microsoft SQL Server 2008 on page 10*
- *Installing Microsoft SQL Server 2005 on page 15*
- *Installing Microsoft SQL Server 2000 on page 21*

Installing Microsoft SQL Server 2008

To install Microsoft SQL Server 2008:

1. Insert the Microsoft SQL Server 2008 CD or the product DVD into the CD/DVD drive and wait as the Microsoft SQL Server 2008 page automatically opens.
2. When the **AutoPlay** page opens, click **Run SETUP.EXE**.
3. A window displays a list of prerequisites, required prior to installing SQL Server. Click **OK** to begin installing the components.
4. When the **.NET Framework Welcome to Setup** page opens, review the agreement, select **I have read and ACCEPT the terms of the Licence Agreement**, and then click **Install**.
5. When the process is complete, the **.NET Installation** complete page opens, click **Exit.**
6. The **Windows Update Standalone Installer** page opens, click **OK** to install Windows software updates.
7. A popup window opens indicating that the installation is complete, click **Restart Now.**
8. After the computer has been restarted, log on as Administrator using your Administrator password.
9. You must restart the SQL Server 2008 installation again by either of the following methods:
   - Open and close your CD/DVD drive to initialize setup
   - Using Windows Explorer, navigate to the CD/DVD drive and double-click **Setup.exe**.
10. The **SQL Server Installation Center** page opens. Click **Installation** and then click **New SQL SERVER stand alone installation or add features to and existing installation** as shown in *Figure 1*.

Figure 1. SQL Server Installation Center

SQL Server Installation Center
Planning
Installation
Maintenance
Tools
Resources
Advanced
Options
New SQL Server stand-alone installation or add features to an existing installation
Launch a wizard to install SQL Server 2008 in a non-clustered environment or to add features to an existing SQL Server 2008 instance.
New SQL Server failover cluster installation
Launch a wizard to install a single-node SQL Server 2008 failover cluster.
Add node to a SQL Server failover cluster
Launch a wizard to add a node to an existing SQL Server 2008 failover cluster.
Upgrade from SQL Server 2000 or SQL Server 2005
Launch a wizard to upgrade SQL Server 2000 or SQL Server 2005 to SQL Server 2008. Before you upgrade, you should run the Upgrade Advisor to detect potential problems.
Search for product updates
Search Microsoft Update for SQL Server 2008 product updates.

11. The **Setup Support Rules** page opens. When the operation is complete, click **OK**.
12. The **Product Key** page opens. If the product key is not already entered for you, enter the product key and then click **Next**.
13. The **License Terms** page opens. Review the agreement, and then select **I accept the license terms.** Click **Next**.
14. The **Setup Support Files** page opens and provides a list of components that are required for SQL Server setup. Click **Install**.
15. The **Setup Support Rules** page opens and identifies problems that might occur when you install SQL Server Setup support files. Click **Next**.
16. The **Feature Selection** page opens as shown in *Figure 10*. Select the following options, and then click **Next**.

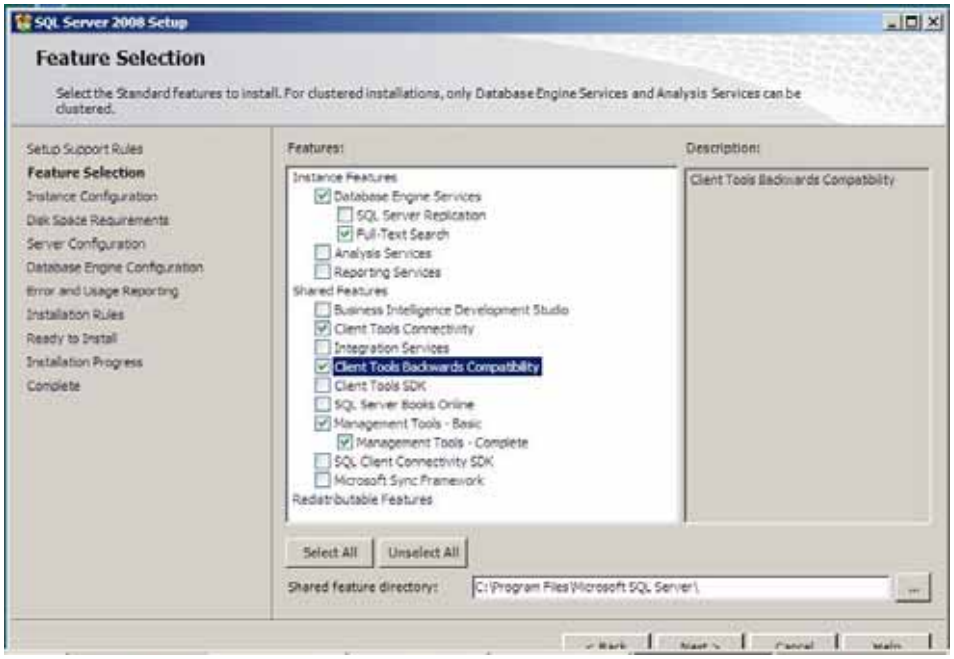
    Instance Features:

    - Database Engine Services
    - Full-Text Search.

    Shared Features:

    - Client Tools Connectivity
    - Client Tools Backwards Compatibility
    - Management Tools - Basic
    - Management Tools - Complete.

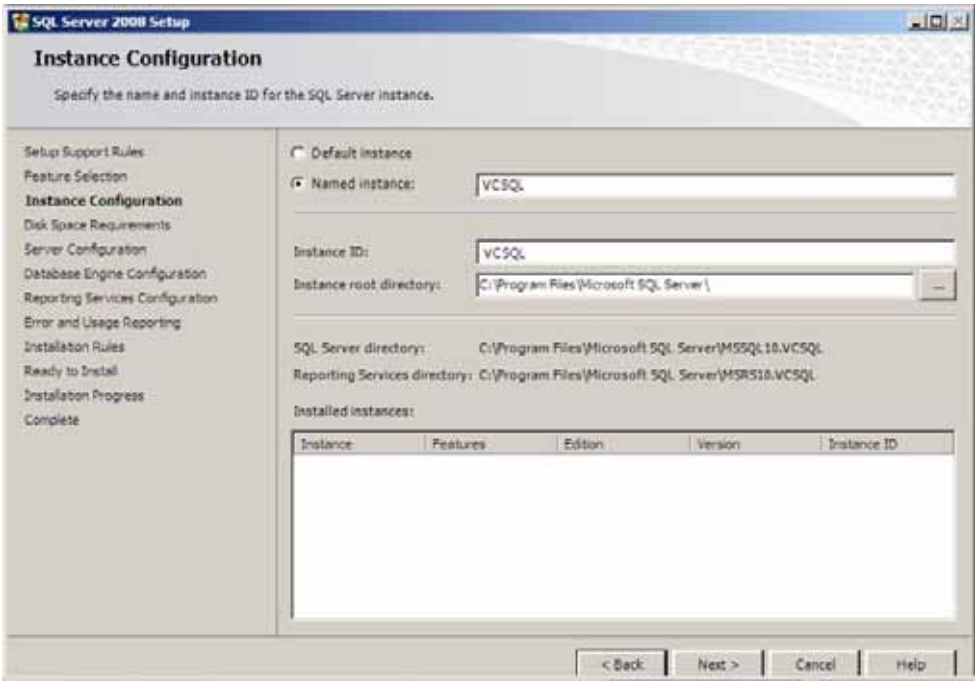
Figure 2. Feature Selection



17. The **Instance Configuration** page opens. Select **Named Instance**, and then enter **VCSQL**. Click **Next**. See *Figure 3*.

    Note: It is very important that you enter the correct instance for the appropriate product.

Figure 3. Instance Configuration



18. The **Disk Space Requirements** page opens. Click **Next**.

19. The **Server Configuration** page opens. Click the **Service Accounts** tab, and then configure settings as follows: See *Figure 4*.

    Click **Use the same account for all SQL Server services** to apply the same username and password to the **SQL Server Agent**, **SQL Server Database Engine** and **SQL Server Reporting Services.**

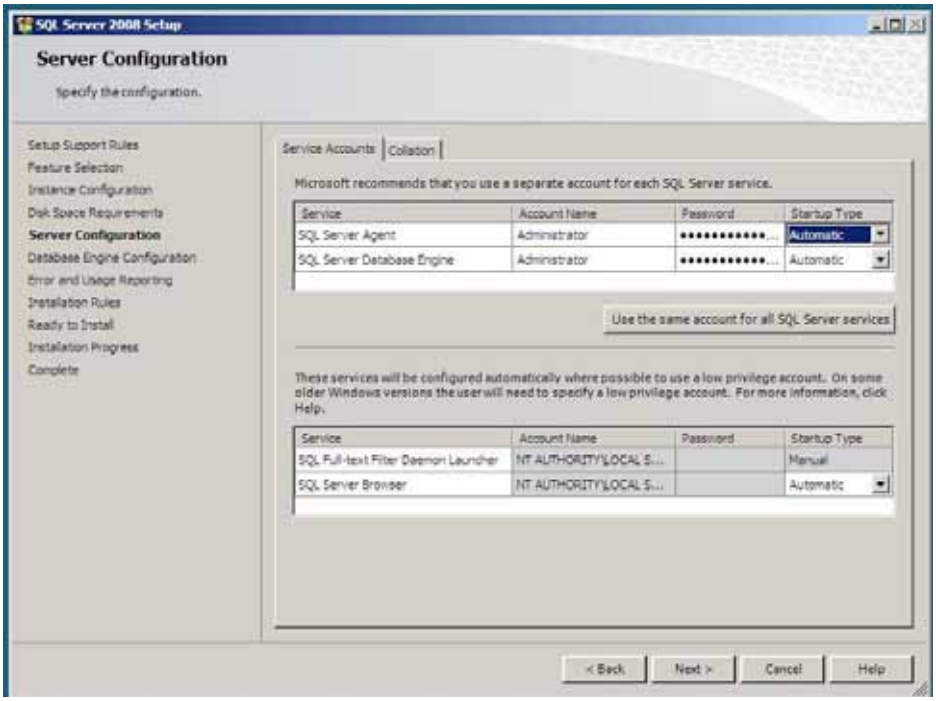
    Enter the following information, and then click **OK**:

    - **Account Name**: Enter Administrator or the domain account name.
    - **Password**: Enter the administrator password for this operating system.

    Startup Type: Select Automatic for **SQL Server Agent, SQL Server Database Engine**, and **SQL Server Browser**.

    Click **Next**.

Figure 4. Server Configuration



20. The **Database Engine Configuration** page opens. Click the **Account Provisioning** tab, and then configure the settings as follows: See *Figure 5*.

    Authentication Mode: Click **Mixed Mode (SQL Server authentication and Windows authentication.**

    Built-in SQL Server system administrator account: In the **Enter password** field, enter the 'sa' password.

    Specify SQL Server administrators: Click **Add**. The **Select Users or Groups** page opens as shown in *Figure 6*. In the **Enter the object names to select field**, enter Administrator, and then click **Check Names** to make sure you have entered the Administrator for this computer. Click **OK** to close the **Select Users or Groups** page.

    Click **Next**.

Figure 5. Database Engine Configuration

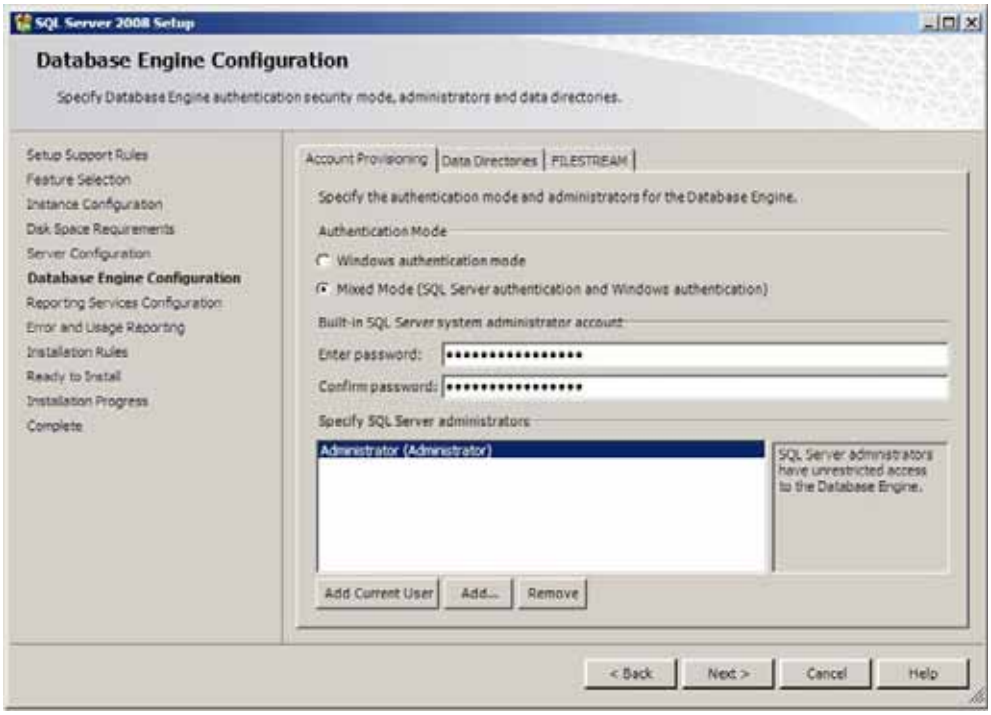


Figure 6. Select Users or Groups

21. The **Error and Usage Reporting** page opens. Click **Next**.
22. The **Installation Rules** page opens. Click **Next**.
23. The **Ready to Install** page opens. Click **Install**.
24. The **Installation Progress** page opens. When the setup process is complete, click **Next**.
25. The **Complete** page opens. Click **Close**.
26. We recommend that you restart your computer at this time.

Microsoft SQL Server 2008 communication configuration

To enable the Protocols for VCSQL:

1. Click **Start**, **All Programs**, **Microsoft SQL Server 2008**, **Configuration Tools, SQL Server Configuration Manager**, and then **SQL Server Network Configuration**.
2. Double-click **Protocols for VCSQL**. One at a time, right-click on **Shared Memory**, **Named Pipes**, and **TCP/IP**, and then select **Enabled**.

To enable the Protocols for SQL Native Client:

1. From the **SQL Server Configuration Manager**, click **SQL Native Client 10.0 Configuration**.
2. Double-click **Client Protocols**. One at a time, right-click on **Shared Memory**, **Named Pipes**, and **TCP/IP**, and then select **Enabled**.
3. Click **File**, and then **Exit**.
4. We recommend that you restart your computer at this time.

Installing Microsoft SQL Server 2005

To install Microsoft SQL Server 2005:

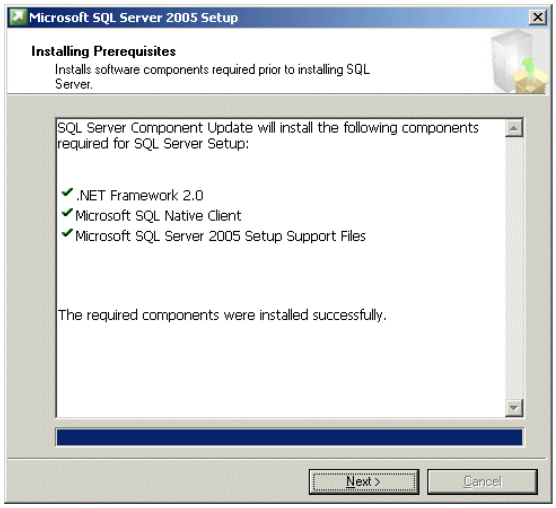
1. Insert Disc 1 of Microsoft SQL Server 2005 CD or the product DVD into the CD/DVD drive and wait as the Microsoft SQL Server 2005 page automatically opens.
2. When the **Start** page opens, select **Server components, tools, Books Online, and samples**, as in *Figure 7*.

Figure 7. .SQL Server 2005 Start

SQL Server 2005 (Disc 1 of 2)
Start
Prepare
Review hardware and software requirements
Read the release notes
Install SQL Server Upgrade Advisor
Install
Server components, tools, Books Online, and samples
Run the SQL Native Client Installation Wizard
Other Information
Browse this CD
Visit the SQL Server website
Read the SQL Server license agreement
Exit
Launch the Installation Wizard to install server components, management tools, development tools, Books Online, and samples. This selection will require both SQL Server 2005 installation discs.
Microsoft SQL Server 2005
Developer Edition

3. When the **End User License Agreement** page opens, review the agreement, select **I accept the licensing terms and conditions** and click **Next**.
4. A page displays a list of prerequisites, required prior to installing SQL Server. Click **Install** to begin installing the components as in *Figure 8*:

Figure 8. Installing Prerequisites

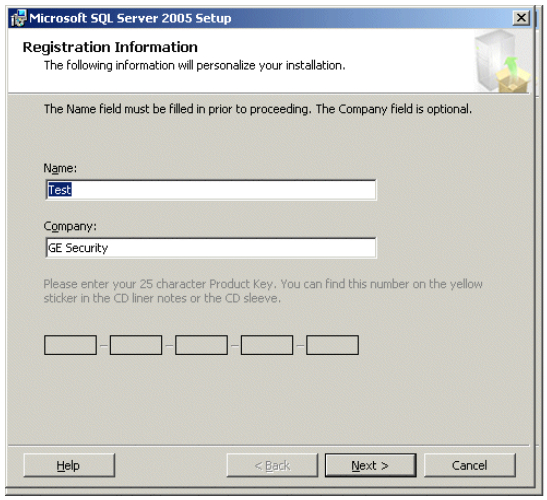

Microsoft SQL Server 2005 Setup
Installing Prerequisites
Installs software components required prior to installing SQL Server.
SQL Server Component Update will install the following components required for SQL Server Setup:
.NET Framework 2.0
Microsoft SQL Native Client
Microsoft SQL Server 2005 Setup Support Files
The required components were installed successfully.
Next >
Cancel

Note: This process takes several minutes.

When the process is complete, click **Next** to continue.

5. A **System Configuration Check** page opens. This page requires no user action. Please wait.
6. A **Welcome to the Microsoft SQL Server Installation Wizard** opens. Click **Next** to continue.
7. A second **System Configuration Check** displays. Please wait as the system processes a list of potential installation problems. Do not change anything on this page. When the system check is finished, click **Next** to continue.
8. A **Windows Installer** page displays briefly. No user action is required.
9. A **Microsoft SQL Server Installation** page displays a progress bar as setup is preparing to continue with the installation. No user action is required.
10. The Registration Information page displays as in *Figure 9*.

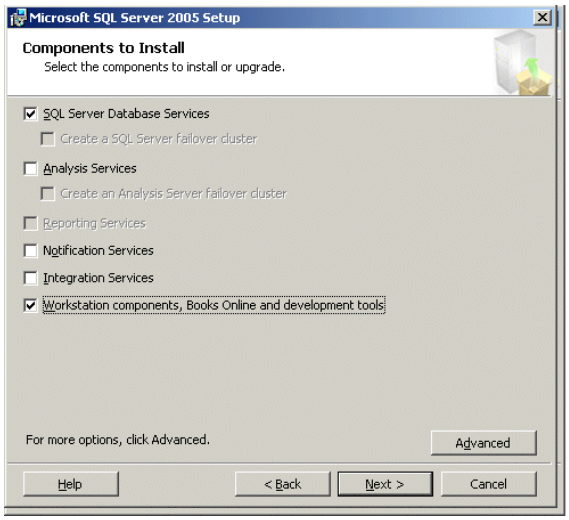
Figure 9. Registration Information


Microsoft SQL Server 2005 Setup
Registration Information
The following information will personalize your installation.
The Name field must be filled in prior to proceeding. The Company field is optional.
Name:
Test
Company:
GE Security
Please enter your 25 character Product Key. You can find this number on the yellow sticker in the CD liner notes or the CD sleeve.
Help
< Back
Next >
Cancel

Enter a name, company, and the 25-character Product Key found on the yellow sticker in the CD liner notes or the CD sleeve. Verify your entry and click **Next**.

11. A **Components to Install** page opens as shown in *Figure 10 on page 17*.

Figure 10. Components to Install



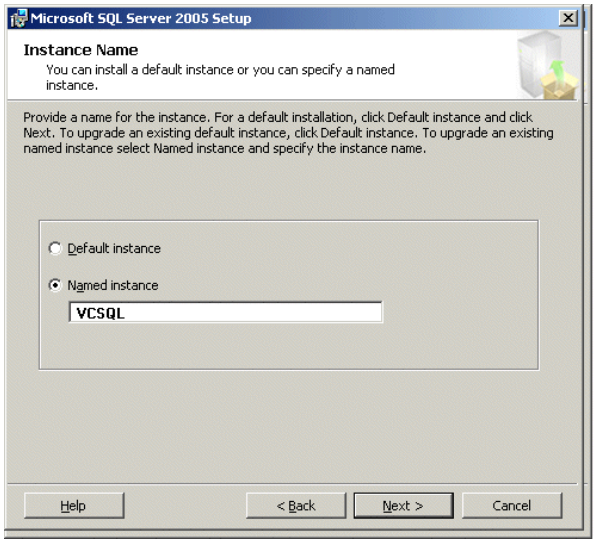
Select two items:

- SQL Server Database Services
- Workstation components, Books Online and development tools.

Click **Next**.

12. An **Instance Name** page opens as shown in *Figure 11*.

Figure 11. Instance Name


Microsoft SQL Server 2005 Setup
Instance Name
You can install a default instance or you can specify a named instance.
Provide a name for the instance. For a default installation, click Default instance and click Next. To upgrade an existing default instance, click Default instance. To upgrade an existing named instance select Named instance and specify the instance name.
Default instance
Named instance
VCSQL
Help
< Back
Next >
Cancel

Select **Named Instance** and enter **`VCSQL`**. Click **Next**.

Note: It is very important that you enter the correct instance for the appropriate product. In the example above, the product is Visitor Central.

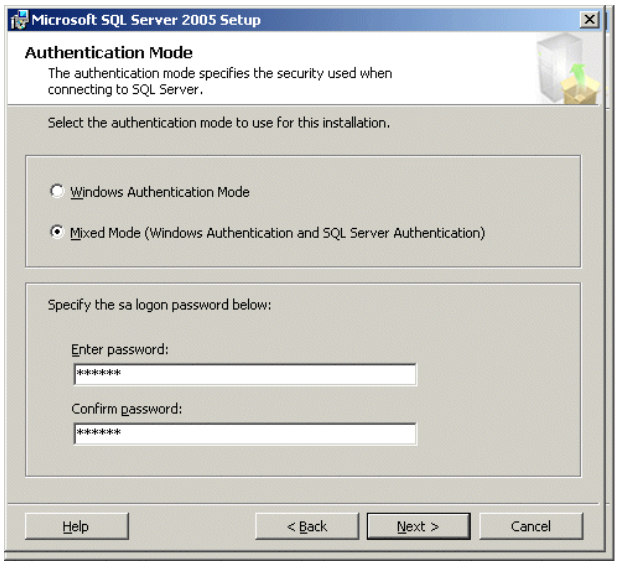
13. A **Service Account** page opens as shown in *Figure 12*.
    - If you select **Use the built-in System account**, verify that **`Local system`** displays in the dialog box.
    - In the **Start services at the end of setup** grouping, select **SQL Server** and **SQL Browser**. If you select **SQL Server Agent** at this time, you do not have to set properties later, as in *Setting SQL Server Agent Properties on page 20*.
    - Click **Next**.

Figure 12. Service Account

14. An **Authentication Mode** page opens as shown in *Figure 13*. Select **Mixed Mode** and enter the sa password, then enter the password again to confirm. Click **Next**.

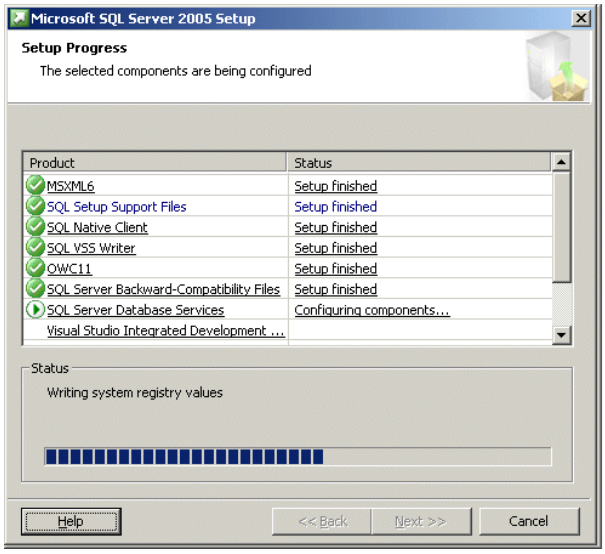
Note: We strongly suggest that you assign a unique password of your choice. This is the sa user password, used later in the installation of your application, during creation of the database.

Figure 13. Authentication Mode


Microsoft SQL Server 2005 Setup
Authentication Mode
The authentication mode specifies the security used when connecting to SQL Server.
Select the authentication mode to use for this installation.
Windows Authentication Mode
Mixed Mode (Windows Authentication and SQL Server Authentication)
Specify the sa logon password below:
Enter password:
******
Confirm password:
******
Help
< Back
Next >
Cancel

15. The **Collation Settings** page opens. Leave all default settings. Do not change any selections on this page. Click **Next**.
16. The **Error and Usage Report Settings** page opens. Do not change any options on this page. Accept the defaults and click **Next**.
17. When the **Ready to Install** page opens, verify the components selections. Click **Back** to change any of the settings or click **Install** to continue.
18. The **Installing Microsoft SQL Server** page displays briefly and automatically moves on to **Setup Progress** as in *Figure 14*.

Figure 14. Setup Progress



A checklist displays as components are configured and validated. A status column indicates the progress. When the process is finished, click **Next.**

Note: This process takes quite come time. During the process, a message displays, requesting that you insert Disc 2 of the SQL Server 2005. Insert Disc 2 and click OK. Please wait. (This does not apply if you are installing from a DVD.)

19. The **Completing Microsoft SQL Server 2005 Setup** page opens. A list of setup logs displays sources of information describing the configuration. Review the list and click **Finish** to exit the Installation Wizard.
20. We recommend that you reboot your computer at this time.

Install SQL 2005 Service Pack 2

Service Pack 2 is required. If it is not currently installed, you will need to do so now.

1. Download Microsoft SQL 2005 Service Pack 2 from the Microsoft download Website.
2. Follow the on-screen instructions. When prompted, make sure that you select the VCSQL instance.
3. After the installation is complete, the **SQL Server 2005 User Provisioning Tool for Vista** page opens. Click **Cancel**.
4. We recommend that you restart your computer at this time.

Setting SQL Server Agent Properties

By default, the SQL Server Agent service is disabled when SQL Server 2005 is installed. This service must be running to keep the databases in optimal condition.

Note: See Step 13. *A Service Account page opens as shown in Figure 12. on page 18.* If you selected SQL Server Agent on the Service Account window, you do not have to set Server Agent properties at this time.

1. Right-click **My Computer** on your desktop and select **Manage**.
2. In the **Computer Management** page, expand **Services and Applications** and then expand **Services** to display the list of services on your computer.
3. Select and right-click **SQL Server Agent (VCSQL)**, where VCSQL is used in this example.
4. Select **Properties** to open the Properties page.
5. In the Startup type, select **Automatic** from the drop-down list.
6. Click **OK**.
7. We recommend that you reboot your computer at this time.

Installing Microsoft SQL Server 2000

Note: SQL Server 2000 is only supported for existing installations and not for new Visitor Central 1.5.1 installations.

If you have a Server computer that you are using for the Visitor Central installation and database, you must install Microsoft SQL Server 2000 at this time. The SQL Server program stores and controls the Visitor Central databases. Install according to your environment and manufacturer's instructions.

To successfully install Microsoft SQL Server:

Note:
1. FOR EXISTING SQL USERS: If you have an existing SQL instance on your computer, you are required to install another instance named VCSQL.
2. Visitor Central does not support a divided file share system.
3. The SQL Server software is user supplied and is not included as part of a Visitor Central system.
4. If you purchased this system from GE, SQL Server is installed and configured for you.

1. We recommend that you select **Read the Release Notes**. This displays the Microsoft SQL Server 2000 Readme file, in Notepad.
2. **IMPORTANT**: During installation, enter **`VCSQL`** in the Instance Name field.
3. From the Authentication Mode page, you MUST select **Mixed Mode (Windows Authentication and SQL Server Authentication).**
4. **IMPORTANT**: In 'Add Password for the 'sa' login,' enter **`master`** or create a unique password as the password for the administrator account. Enter a second time to confirm. (If you purchased your Visitor Central system from GE, a temporary password of **`master`** was assigned.)

   Note: We strongly suggest that you assign a unique password of your choice.

   This is the 'sa' user password, used later in the installation, during creation of the Visitor Central database.

   Write the password down, then store it in a safe place as you are asked for it again later.
5. You must shut down and restart your computer in order for the installation to take effect.

For additional information, consult your Microsoft documentation.

Installing Microsoft SQL Server 2000 Service Pack 4

Note: We recommend that you install the Microsoft SQL Server 2000 Service Pack 4 before you begin your installation of Visitor Central.

Obtain Microsoft SQL Server 2000 Service Pack 4

If you install the Service Pack outside of the Visitor Central installation, this is an abbreviated list of instructions to assist you.

To obtain a copy of Microsoft SQL Server 2000 Service Pack 4, use one of the following methods:

1. Web download
2. Microsoft product CD

Each method is detailed in the following sections.

Web download

To download Microsoft SQL Server 2000 Service Pack 4 from the Web:

1. In Internet Explorer, navigate to the Microsoft Web site. Locate the Download Center and search for Service Pack 4.
2. Open the link for the appropriate download.
3. When the associated download page displays, scroll down to the list of files in this download.
4. Click to download the file to a temporary directory on your local computer.
5. Navigate to where you placed the contents of the service pack and execute the **`setup.bat`** file.

Product CD

To install Microsoft SQL Server 2000 Service Pack 4 from the Microsoft product CD:

1. Back up the SQL databases: master, model, and msdb.
2. Insert the Microsoft Updates CD into your CD-ROM drive.
3. Navigate to the CD drive, locate the file, and double-click to unpack the files to your computer.
4. Navigate to where you placed the contents of the service pack and execute the **`setup.bat`** file.

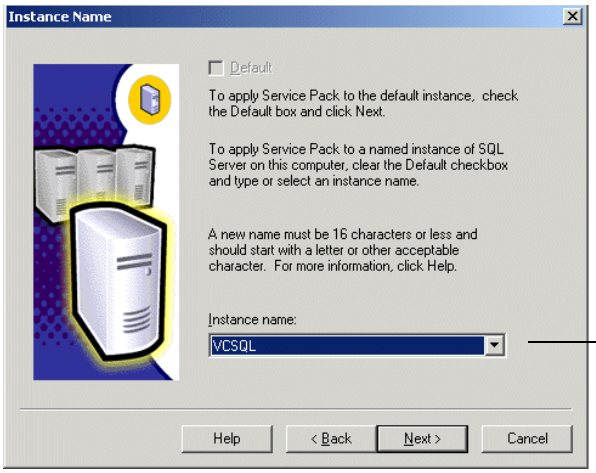
Installing Microsoft SQL Server 2000 Service Pack 4

To install SQL Server Service Pack 4 on a typical Server/Client Architecture:

1. After a successful download, installation begins. Accept the terms and conditions as listed in the End-User License Agreement.
2. Proceed to copy and install the driver on as many computers within your Visitor Central system as needed.
3. Follow instructions as prompted, using the recommended choices as described during the installation process.

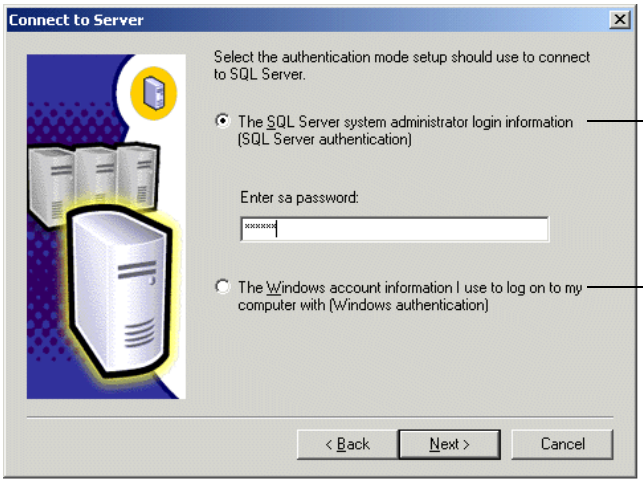
   Note: You must select your SQL instance name as VCSQL as in *Figure 15 on page 23*.

Figure 15. SQL instance name


Instance Name
Default
To apply Service Pack to the default instance, check the Default box and click Next.
To apply Service Pack to a named instance of SQL Server on this computer, clear the Default checkbox and type or select an instance name.
A new name must be 16 characters or less and should start with a letter or other acceptable character. For more information, click Help.
Instance name:
VCSQL
Help
< Back
Next >
Cancel
You must enter the SQL instance name here.

4. When requested to select the authentication mode that setup should use to connect to SQL Server, select 'The SQL Server system administrator login. . .'as in *Figure 16*.

Figure 16. Connect to Server - enter sa password


Connect to Server
Select the authentication mode setup should use to connect to SQL Server.
The SQL Server system administrator login information (SQL Server authentication)
Enter sa password:
The Windows account information I use to log on to my computer with (Windows authentication)
< Back
Next >
Cancel
Select here and enter the 'sa' password.
This is the default. DO NOT use this selection.

5. Enter the SQL 'sa' password and click **Next**.

6. Installation takes some time. Please wait.

7. When complete, AGAIN, back up your SQL master, model, and msdb databases, since installation of the Service Pack has updated and altered their contents.

8. Restart your computer.

If you do not install the SQL Service Pack before installing Visitor Central:

1. If the system detects that it is not currently installed, Visitor Central installation stops and installation of the SQL Service Pack automatically begins.

2. Follow instructions as prompted, using the recommended choices as described during the installation process.

3. When requested, enter the SQL ‘sa’ password.

4. Installation takes some time. Please wait.

5. Following the Service Pack installation, your computer automatically restarts.

6. Log on as the administrator user and installation resumes, continuing from the point at which you left off.

Microsoft SQL Server verification

When restarted, the system automatically starts SQL Server. Log on as administrator**.** You may want to verify the installation. You have two options available:

- Check the taskbar.
- Check the Services Form.

Verify SQL installation using the taskbar

To verify that SQL Server service is running:

In the taskbar status area, an icon displays a computer with a green arrow.

Verify SQL installation using the services form

To verify SQL Server using the Services page:

1. Click **Start**, then choose **Programs, Administrative Tools**, and then **Component Services**.

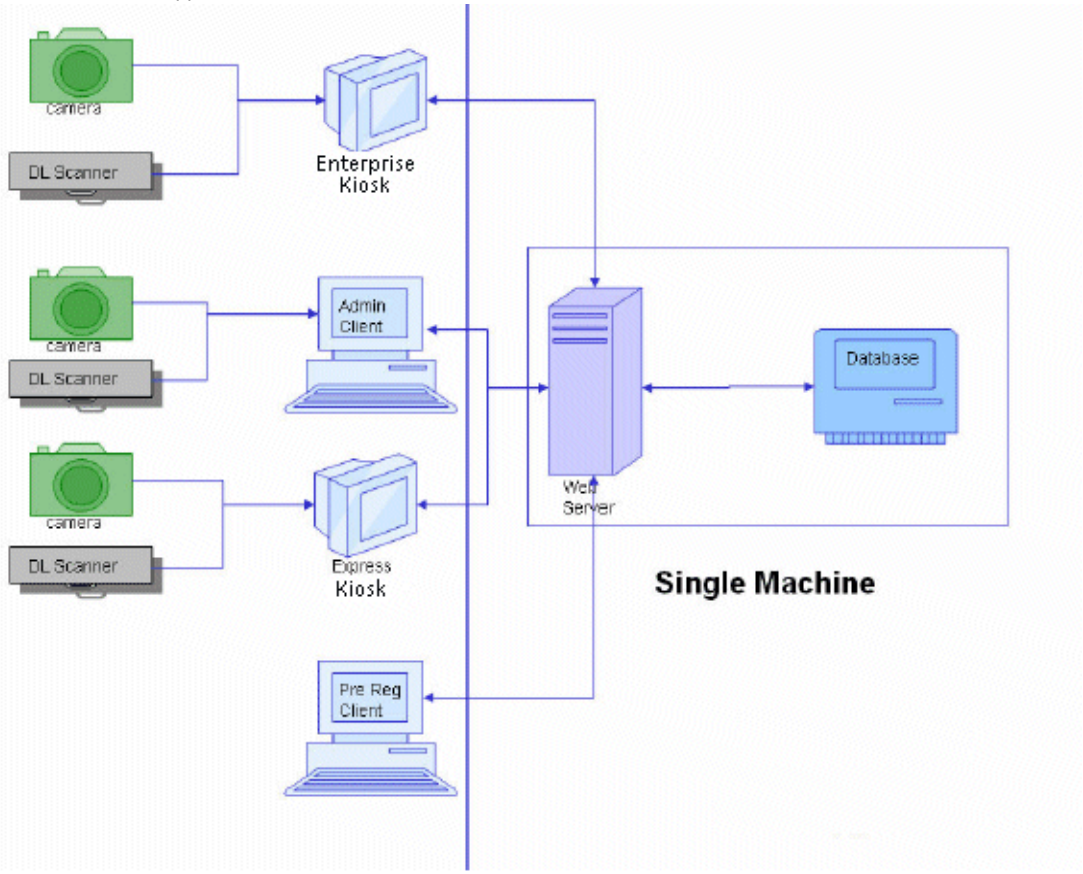
2. Click **Services (Local)**.

3. Locate the service for SQL Server with the VCSQL instance name.

    - The status should read ‘Started’ which means that the service is running.
    - If status is blank, then the service is not running. You cannot proceed with the installation unless the service is running. Check your SQL Server documentation for more information on troubleshooting. Exit the page.

Sample Visitor Central deployment scenario

Figure 17. Database, Server, client application, and all modules access the same Web Server



Installing Visitor Central software

1. You MUST be logged on as the local administrator user. If not, log off and log back on as a user with these permissions. If you are logging onto a domain environment, log off and log on as administrator to the local computer. (If the computer is a domain controller, log on as an administrator to the domain.)

2. Insert the Visitor Central CD into the CD-ROM drive. If the CD does not launch automatically, you must manually start the software. Double-click (or run) **`VisitorCentral.exe`.**

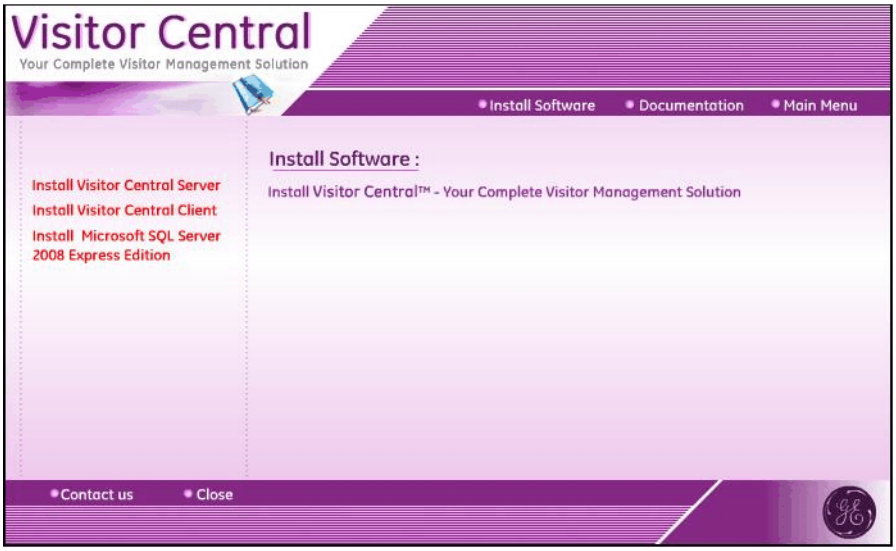
3. Select **`install`** to display the installation options or **`documentation`** to display the documentation options. We recommend that you review the documentation before you begin your installation.

4. When you have finished reviewing the documentation, select **Install Software**.

5. The Visitor Central CD main menu page opens as shown in *Figure 18*.

   - **Install Visitor Central Server:** Installs the Visitor Central Server.
   - **Install Visitor Central Client:** Installs the Visitor Central Client. We recommend using Webtop for Client/Kiosk installations.
   - **Install Microsoft SQL Server 2008 Express Edition:** Installs SQL Server 2008 Express Edition. SQL Server 2008 Express Edition is automatically installed during new installations of Visitor Central if no other VCSQL instance is detected.

Figure 18. Visitor Central CD main menu



6. Continue with *"Installing Visitor Central server" on page 27*.

Installing Visitor Central server

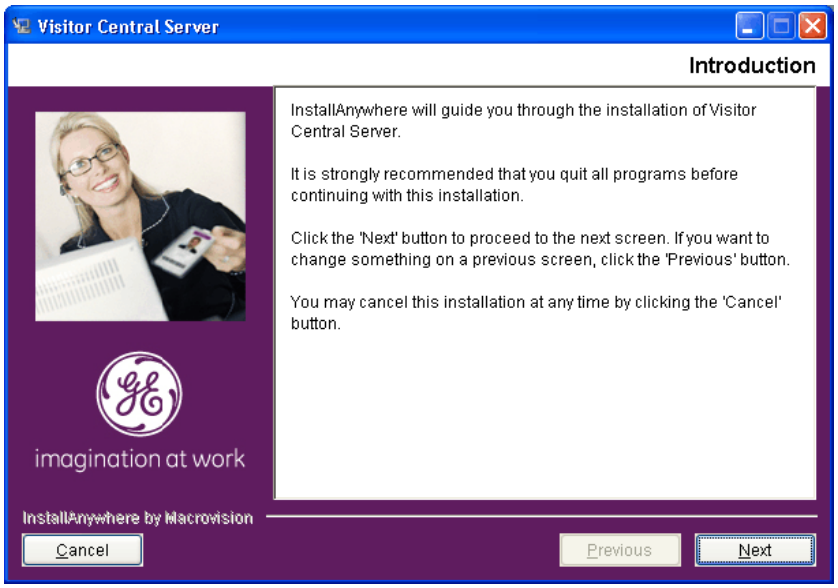
1. At the Visitor Central main menu, click **Install Visitor Central Server**. This begins the Server installation.

   Note: SQL Server 2008 Express Edition is included as part of the installation. If you want to use SQL Server Standard or Enterprise instead of Express, you must install it before starting the Visitor Central installation.

2. Following the extraction of files to your computer, the Introduction page opens as shown in *Figure 19*.

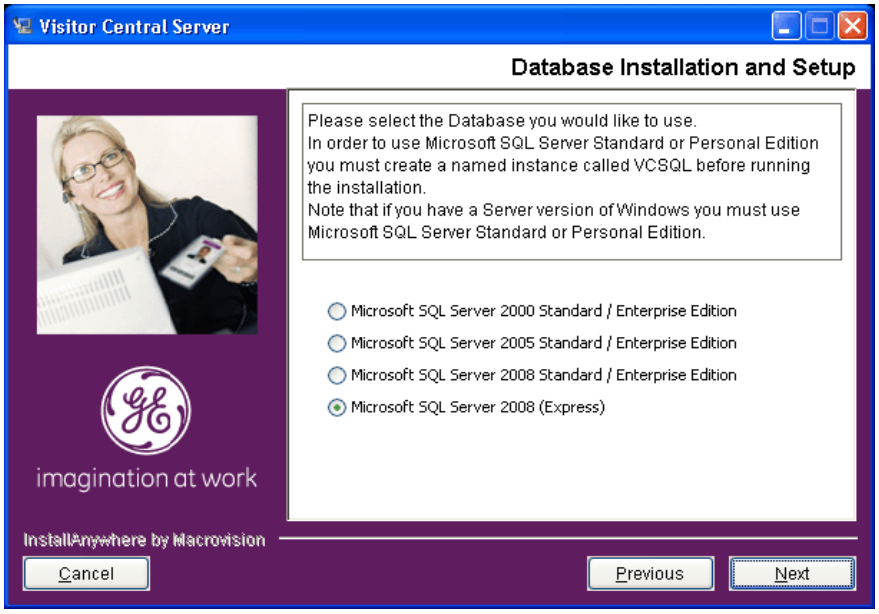
   Read the information on the Introduction page, and then click **Next**.

Figure 19. Introduction


Visitor Central Server
Introduction
InstallAnywhere will guide you through the installation of Visitor Central Server.
It is strongly recommended that you quit all programs before continuing with this installation.
Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.
You may cancel this installation at any time by clicking the 'Cancel' button.
imagination at work
InstallAnywhere by Macrovision
Cancel
Previous
Next

3. The License Agreement page opens. Select to accept the terms of the license agreement and click **Next**.
4. The **Choose Install Folder** page opens. Accept the default installation folder or click **Choose** to navigate to another destination. Click **Next** to continue.
5. The Database Installation and Setup page opens as shown in *Figure 20*. Select the type of database that you are going to use, and then click **Next**.

Figure 20. Database installation and setup


Visitor Central Server
Database Installation and Setup
Please select the Database you would like to use.
In order to use Microsoft SQL Server Standard or Personal Edition you must create a named instance called VCSQL before running the installation.
Note that if you have a Server version of Windows you must use Microsoft SQL Server Standard or Personal Edition.
Microsoft SQL Server 2000 Standard / Enterprise Edition
Microsoft SQL Server 2005 Standard / Enterprise Edition
Microsoft SQL Server 2008 Standard / Enterprise Edition
Microsoft SQL Server 2008 (Express)
imagination at work
InstallAnywhere by Macrovision
Cancel
Previous
Next

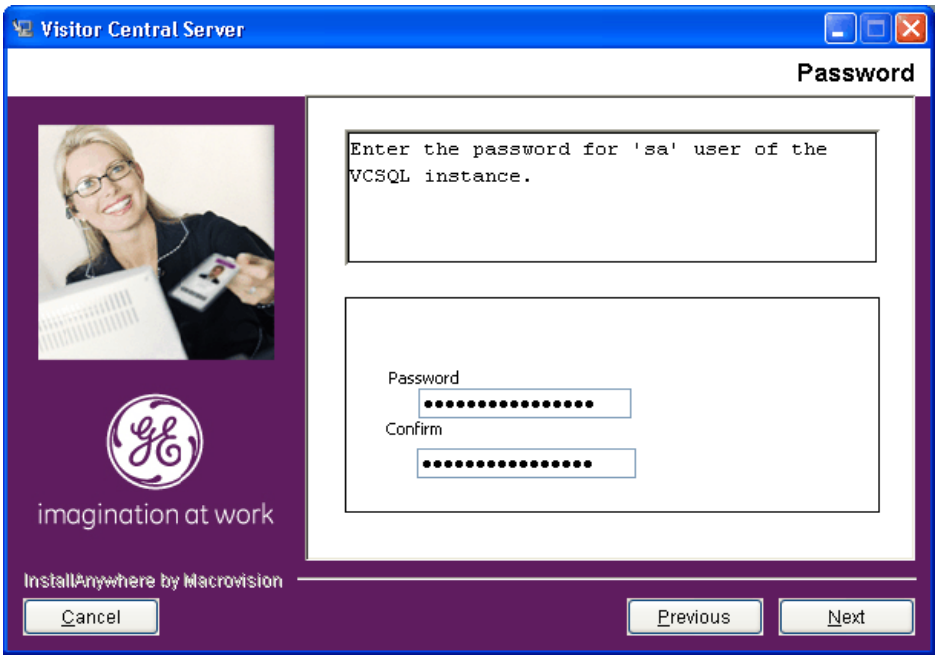
6. The Password page opens as shown in *Figure 21 on page 29*. Enter the password for the 'sa' user of the VCSQL instance. Enter a second time to confirm, and then click **Next**.

   Note: If you do not enter the sa user password correctly, you will receive a message to re-enter and try again.

   - If the system detects that installation of SQL Server 2008 Express Edition is required, installation begins and when complete, you are required to reboot your system. Following the reboot, log in and installation continues.
   - If this is NOT a first-time installation, A Database Upgradation page opens. Select one of the following:
     - **Reinstall database** if you want to re-install a database, which wipes out and replaces any existing data. It is recommended that you perform a backup before selecting this option.
     - **Upgrade database** to upgrade an existing database and leave the data.

     Click **Next**.

Figure 21. sa user password



7. The Get User Input page opens. Select the appropriate drive letter for your database. This may be applicable if you have a divided hard drive. For a typical installation, accept the default directories as displayed, and then click **Next**.
8. The Pre-Installation Summary page opens. Verify that the page reflects the selections appropriate for your Visitor Central installation. If the selections are not what you want, click **Previous** to return to the page that you want to review or change a selection.

   Click **Install** to begin installation.

   A series of windows displays as the listed components automatically install if not already there. The following components will require a restart.

   - .NET Framework
   - SQL Server 2008 Express
   - PowerShell
   - Windows Installer
9. Files are copied to your computer and a database is created. When installation is complete, the Installation Complete page opens. Click **Done**.
10. Your computer automatically restarts and you have completed the installation process.
11. Log on and continue with *"Licensing Visitor Central"* .

Licensing Visitor Central

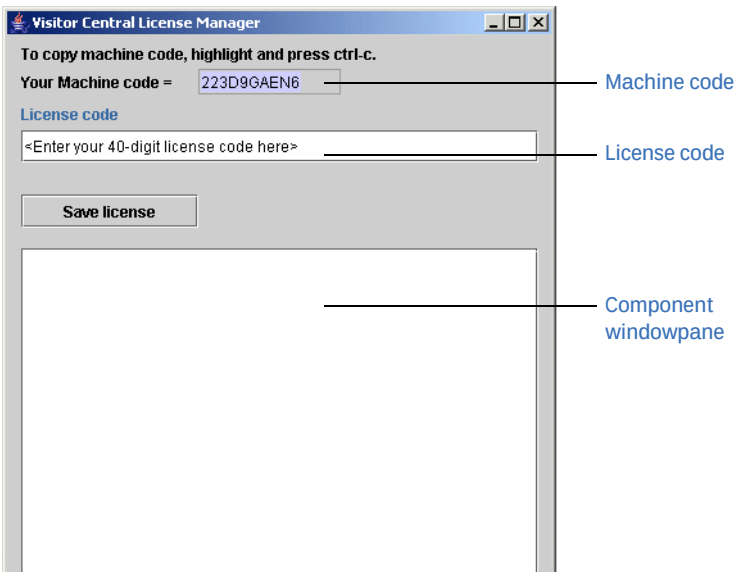
Visitor Central includes a copy-protection mechanism that requires a software license key. The license key controls the following:

- Number of Visitor Central Server computers
- Number of client license computers connected to the Server computer at the same time
- Expiration date of the license
- Access control capabilities

License your Visitor Central application as follows:

1. After installing Visitor Central, click **Start**, then select **Programs**, **Visitor Central**, and then **VC License Manager** to display the Visitor Central License Manager as in *Figure 22*.

Figure 22. License Manager

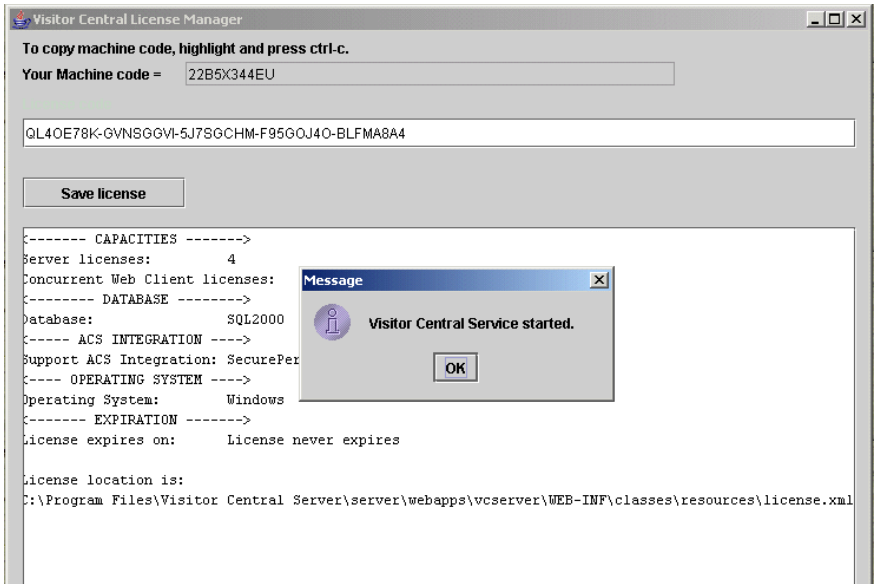


2. To complete the License Manager for Visitor Central, call GE at 1-888-GESECURITY or 1-888-437-3287. Provide the following information:
   - Customer company name and address
   - Business Partner name and address
   - Sales Order number
   - 10-character Machine Code, as displayed in the License Manager window, identifying your system. Your computer must be enabled for use in the way that you will be using Visitor Central.
     - If it is to be networked, this computer should be online when you access the machine code.
     - If it is to be standalone, the computer should be in that state when capturing the machine code.
     - Exit all other applications before capturing the machine code.
     - If the computer has wireless access, disable before capturing the machine code.
   - Product bar code number

- Things to note before calling in your machine code

7. In response, Customer Support provides an e-mail response with a 40-character license key code.
8. In the License code box, enter the license key code as provided by Customer Support.
9. Click **Save License.**
10. The License Manager windowpane displays a window similar to *Figure 23*.

Figure 23. License Manager complete



11. Click **OK** on the message dialog and close the Visitor Central License Manager page.
12. Store a hard copy of your license key in a secure place, so that if the license key is ever destroyed or corrupted, you can reinstall without having to contact GE.

    Note: If you have not already done so, you must reboot your computer at this time.

13. Continue with *"Installing Visitor Central client" on page 32*.

Installing Visitor Central client

Note: You must license your Visitor Central Server before you can install Visitor Central Client.

- When you select a **Typical** type of installation, the Administrator's module installs.
- When you select a **Custom** type of installation, a second window displays to select the type of kiosk that you want to install as either an Appointment Kiosk or an Express Kiosk, in addition to the Administrator's module.

Any Windows Vista or Windows XP professional computer can install Visitor Central Client software and access Visitor Central with Web access to the Visitor Central Server computer or using the Visitor Central Installation CD.

Prerequisites

These items are required for imaging kiosks. Active links display on the Visitor Central Webtop home page after logon for your convenience in downloading and installation of the following:

- Java 6 update 13*
- JMF imaging component*
- Flash Plug-in*
- CSSN Driver Licenses and Pasports SDK*
- .Net Framework*
- Drivers for the Topaz SignatureGem Tablet
- If your Visitor Central system uses a firewall (such as BlackICE) for network communication, you may need to disable the firewall or add Visitor Central to the firewall application exceptions list.

* Automatically installs during Visitor Central client CD installation

To install from the Visitor Central CD

Note: We recommend installing Clients/Kiosks from the Webtop home page. However, you have the option of installing from the CD main menu.

1. Insert the Visitor Central CD into the CD-ROM drive. If the CD does not launch automatically, you must manually start the software. Double-click (or run) **`VisitorCentral.exe`.**
2. Select **Install Software** to display the Visitor Central CD main menu.
3. Select **Install Visitor Central Client**.
4. Follow on-screen instructions and continue with *"When installation begins" on page 33*.

To install from the Visitor Central Server

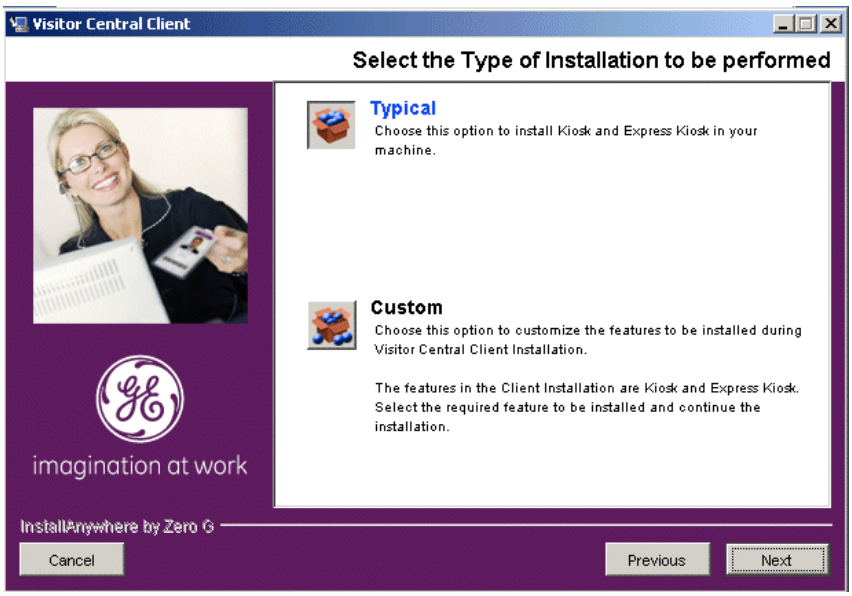
1. Navigate to the Visitor Central Server at **`http://hostname:8080/vcserver`** where **`hostname`** equals the name of the computer that is hosting the Visitor Central application.
2. Review all selections and install applicable files for your Windows Platform and system environment. Follow on-screen instructions as the files install on your computer.

3. Click **Visitor Central Client** on the Visitor Central Webtop home page.
4. Click **Start Installer** when the recommended installation for your platform displays.
5. Follow on-screen instructions and continue with *"When installation begins" on page 33*.

When installation begins

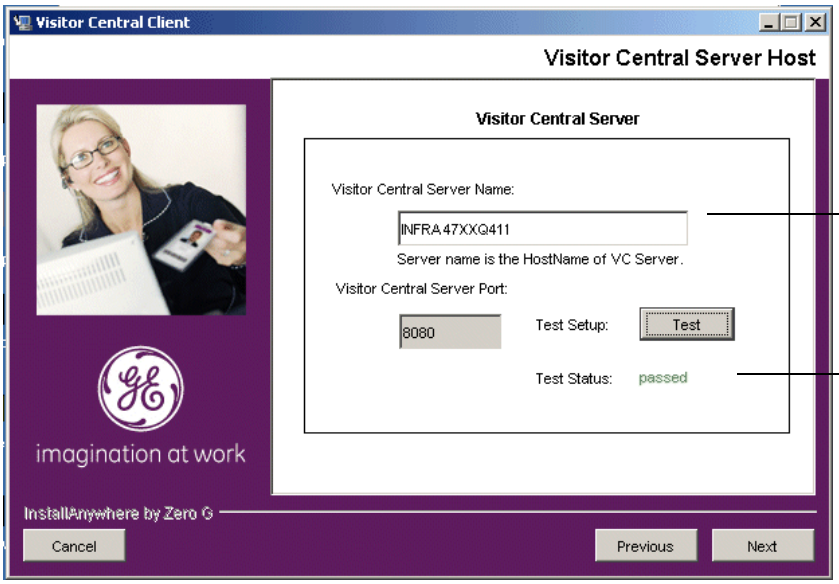
1. Following the copy of files to your computer, the **Introduction** page opens. Read the information on the Introduction page, and then click **Next** to continue.
2. The License Agreement page opens. Select to accept the terms of the license agreement, and then click **Next**.
3. The **Select the Type of Installation to be performed** page opens as shown in as in *Figure 24*.

Figure 24. Install client type


Visitor Central Client
Select the Type of Installation to be performed
Typical
Choose this option to install Kiosk and Express Kiosk in your machine.
Custom
Choose this option to customize the features to be installed during Visitor Central Client Installation.
The features in the Client Installation are Kiosk and Express Kiosk. Select the required feature to be installed and continue the installation.
imagination at work
InstallAnywhere by Zero G
Cancel
Previous
Next

4. Select the type of installation, and then click **Next**.
   - When you select a **Typical** type of installation, only the Administrator's module installs.
   - When you select a **Custom** type of installation, a second window displays to select the type of installation that you want as either an Enterprise Kiosk or an Express Kiosk, in addition to the Administrator's module.You can select all modules.
5. A **Choose Install Folder** page opens. Accept the default installation folder or click **Choose** to navigate to another destination. Click **Next**.
6. The Visitor Central Server Host page opens as shown in *Figure 25 on page 34*.

Figure 25. Visitor Central server host



7. Enter the Visitor Central Server computer name used to reach the SQL database. The Server Port number is automatically populated with the default port number.

   Note: A Visitor Central Server name cannot contain an underscore (_).

8. Click **Test** to test the connection to the Server.

   - If the configuration is successful, a status of **`passed`** is displayed.
   - If the configuration is not successful, verify your Server computer name and port number and try again.

   Note: You may be required to add the IP address and Client computer name to the hosts file of your Visitor Center Server. The hosts file typically resides in one of the following folders:

   C:\WINDOWS\system32\drivers\etc
   C:\WINNT\system32\drivers\etc

   After a successful connection, click **Next**.

9. Verify that the Pre-Installation Summary windowpane reflects the selections appropriate for your Visitor Central installation. If the selections are not what you want, click **Previous** to return to the page where you want to review or change a selection. Return to the Summary page, review the results again, and click **Install** to display the Installing Visitor Central Client page.

10. Please wait as all files and dependency modules are installed for a Visitor Central Client (Kiosk).

11. At this point in the installation, the Java Media Framework installs. Please wait as setup completes and JMF initializes. Following a successful installation, an Install Complete page displays.

    (If JMF is already installed, an uninstall message displays. Do not select to uninstall. Click **No** to close the message.)

12. We recommend that you restart your computer at this time. Close all applications, remove any disks from the disk drives, and click **Done** to restart computer.
13. Log in and continue.

What's next?

Proceed to *Chapter 2, Launching and navigating Visitor Central on page 37*.

Chapter 2 Launching and navigating Visitor Central

This chapter describes how to open the Web browser and launch Visitor Central. Also included are instructions on how to navigate the Visitor Central administrator's module and a description of the common elements. Readers should familiarize themselves with this chapter before proceeding to other chapters in this document.

In this chapter:

Launching the application 38
Selecting a Visitor Central module 39
Logging on to Visitor Central administrator's module 39
Navigating the Visitor Central administrator's module 40
Creating, editing, and deleting records 49
Configuring kiosk pages 51
What's next? 51

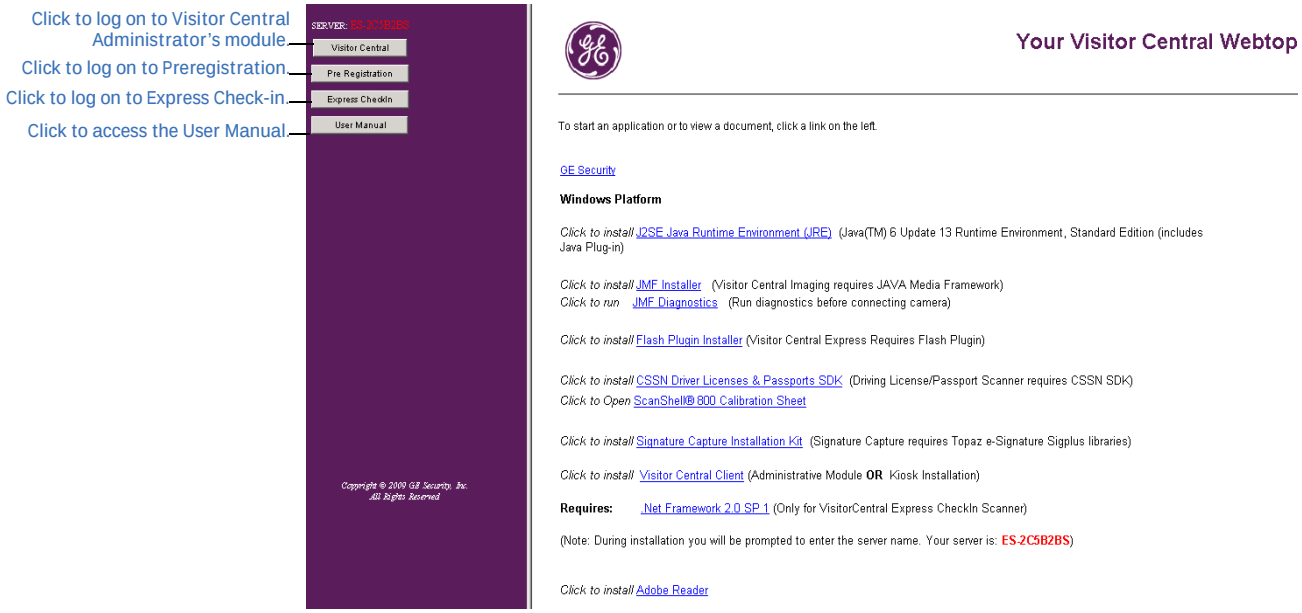
Launching the application

1. On the desktop, open a browser that has a Java plug-in, for example, Internet Explorer.
2. Enter this URL to launch the Visitor Central Webtop home page:

   `http://hostname:8080/vcserver`

   where **`hostname`** equals the name of the computer that is hosting the Visitor Central application.

Figure 26. Visitor Central Webtop home page


Click to log on to Visitor Central Administrator's module
Click to log on to Preregistration
Click to log on to Express Check-in
Click to access the User Manual
SERVER: ES-2C5B2BS
Visitor Central
Pre Registration
Express CheckIn
User Manual
Copyright © 2009 GE Security, Inc. All Rights Reserved
Your Visitor Central Webtop
To start an application or to view a document, click a link on the left.
GE Security
Windows Platform
Click to install J2SE Java Runtime Environment (JRE) (Java(TM) 6 Update 13 Runtime Environment, Standard Edition (includes Java Plug-in)
Click to install JMF Installer (Visitor Central Imaging requires JAVA Media Framework)
Click to run JMF Diagnostics (Run diagnostics before connecting camera)
Click to install Flash Plugin Installer (Visitor Central Express Requires Flash Plugin)
Click to install CSSN Driver Licenses & Passports SDK (Driving License/Passport Scanner requires CSSN SDK)
Click to Open ScanShell® 800 Calibration Sheet
Click to install Signature Capture Installation Kit (Signature Capture requires Topaz e-Signature Sigplus libraries)
Click to install Visitor Central Client (Administrative Module OR Kiosk Installation)
Requires: .Net Framework 2.0 SP 1 (Only for VisitorCentral Express CheckIn Scanner)
(Note: During installation you will be prompted to enter the server name. Your server is: ES-2C5B2BS)
Click to install Adobe Reader

Selecting a Visitor Central module

You are ready to begin configuring your Visitor Central Kiosk. Each of the menu options below is discussed in detail in the chapters that follow. Also, refer to *"Following a sequence" on page x*.

Starting Visitor Central application

To select a Visitor Central module and begin configuration, double-click the appropriate menu button on your Visitor Central Webtop home page.

Click Visitor Central to log on to the Enterprise administrator's module and configure Visitor Central. Default user name is **`install`**, and the password is **`install`**. Begin with *Logging on to Visitor Central administrator's module*.

Click Preregistration to log on to the Preregistration module. This is an abbreviated configuration module. Default user name is **`install`**, and the password is **`install`**. See *"Logging on to Preregistration" on page 114*.

Click Express Checkin to open the Express Check-in module at an appropriate workstation in readiness for visitors that DO NOT have an appointment. Read the exit reminder and click OK to continue. See *"Using Express Check-in module" on page 87*.

Click User Manual to open a PDF readme file of this document, the *Visitor Central User Manual*.

Logging on to Visitor Central administrator's module

1. Click **Visitor Central** in the upper left corner of the screen to display the login window.

3. Enter a valid Login ID and password. The first time you log on, you must use the name assigned by your system administrator. The default value is case sensitive and assigned during installation.

> Note: A user Login ID of *install*, with password *install*, is automatically set up during installation to be used by the System Administrator to configure the system. To ensure the integrity of your system, we recommend that the System Administrator change this password after the initial configuration.

4. Click **Log on**. The Visitor Central application launches in the browser window.

Selecting a facility

After you log on, the Facility Set Manager window displays. Use this window to select the facility, which allows you to view all the records associated with a specific facility. Multiple facilities can be selected and the number of facilities listed depends on operator permissions.

To select a facility, click the facility name. To select multiple facilities, use the **Shift** key to select all the records or the **Ctrl** key to make multiple selections from the list. See *Table 4* for a description of the elements of this window.

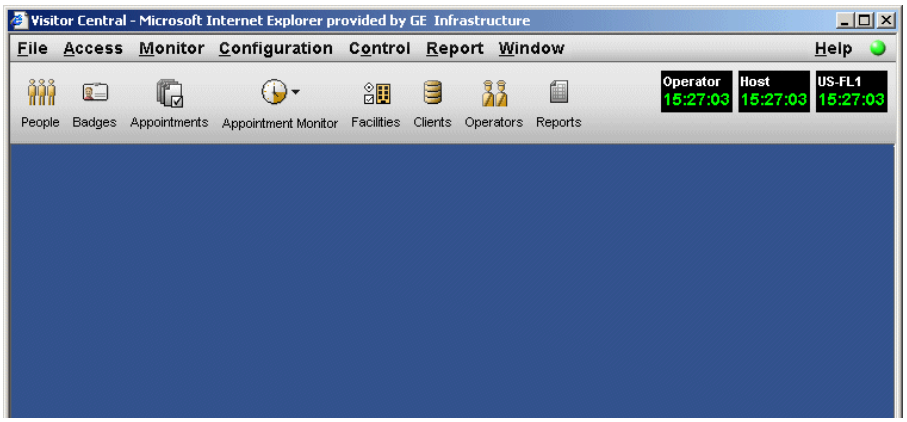
Table 4. Facility Set Manager window

Element	Description
Facility List	Displays a list of facilities based on the facility profile.
Time Zone	Use the drop-down list to select the appropriate time zone. By default, when you log on to Visitor Central, the Time Zone selected is that assigned to your Operator record. See *Defining operators on page 76* for more information.
Select All	Click to select all the facilities in the list.
Unselect All	Click to cancel the 'Select All' option.

Navigating the Visitor Central administrator's module

When Visitor Central is initially launched in your browser window, the desktop is comprised of a primary navigation menu bar, and a toolbar.

Figure 27. Visitor Central desktop


Visitor Central - Microsoft Internet Explorer provided by GE Infrastructure
File Access Monitor Configuration Control Report Window Help
People Badges Appointments Appointment Monitor Facilities Clients Operators Reports
Operator 15:27:03
Host 15:27:03
US:FL1 15:27:03

Menu bar

Each primary navigation menu item consists of secondary navigation items, each of which is an application or a function. Only those applications to which an operator has permission, and only those actions that an operator has permission to perform are available. Depending on those permissions, the following primary navigation items are available: File, Access, Monitor, Configuration, Control, Reports, and Window.

See *Table 5,File menu on page 41* through *Table 11,Window menu on page 43* to view the secondary navigation items and a description of their functions.

Table 5. File menu

Sub-Menu	Function
Facility Set...	Provides a list of facilities available for selection, based on the operator's facility profiles.
Customize Toolbar...	Displays a list of applications from which you can select/deselect those that you want to display on your toolbar.
Debug Levels...	Displays a list of packages. Debug levels can be set for each package to be used for troubleshooting. The log file, avatar.log, is written to c:\avatar\logs.
Log off	Closes all windows and displays the Login screen.

Table 6. Access menu

Sub-Menu	Form	Function
People	Personnel	Use to create and edit Personnel records that identify each badge holder.
	Personnel Type	Use to create and edit Personnel Type records: to define different types of personnel that are assigned to each badge holder.
	Department	Use to create and edit Department records: to assign to each badge holder.
	Banned Reasons	Use to define reasons that an Express visitor may be banned from obtaining a badge.
Badges	Badges	Use to create and edit Badge records: to control the functions and capabilities of the badge.
	Badge Designs	Use to create and edit Badge design records used for printing.
	Badge Formats	Use to create the type of bar code format to be used in your badge design.
Appointments	Appointment	Use to schedule appointments for visitors.
	Visitor Type	Use to create visitor types, such as contractors or special guests.
	Visitor	Use to identify, create, or modify visitor records and enter contact information.
	Watch List	Use to add visitors that require special attention or visitors that must be denied access.

Table 7. Monitor menu

Sub-Menu	Function
Appointment Monitor	Use to view and manage appointments. Refer to *"Using the appointment monitor" on page 146* and details of the following: *"To check in a visitor that has an appointment:" on page 149* *"To create an appointment and check in a visitor:" on page 150* *"Checking in using the scanner" on page 157* *"Watch list visitors" on page 157*

Table 8. Configuration menu

Sub-Menu	Function	
Facilities	Use to create and edit Facility records that group your database records into meaningful units.	
	Default Kiosk Check-in	Use to select the default check-in field.
	Kiosks	Use to configure an Enterprise Kiosk, import images, and page details.
	Kiosk Pages	Use to create Enterprise Kiosk pages.
Clients	Use to manually add client workstations to the system.	
Access Control Integration	Use to integrate an access control database with Visitor Central.	
	Setup	Use to enter host information for access control integration.
	Synchronization	Use to import data tables and test the access control database connection.
	Configure Person/Badge Export	Use to establish a connection with the access control host and assign categories, access rights, and user fields.
Parameters	Default Password	Use to assign a default password for a newly created operator.
	User Field Configuration	Use to allow entry from Appointment Monitor, Operator Check-in, Enterprise Kiosk, or dynamic entry during a check-in.
	Scanner Configuration	Use to configure which fields to scan and retain when scanning a driver's license or a passport.
	Displayed Document	Use to configure a document or statement such as a non disclosure statement on the monitor before a visitor checks in.
SMTP Server Configuration	Use to set up the SMTP mail Server information.	
	SMTP Setup	Use to configure Visitor Central e-mail alert notifications.

Table 9. Control menu

Sub-Menu	Function	
Operators	Operators	Use to create and edit Operator records to define those individuals who log on to the Visitor Central system.
	Permissions	Use to create and edit Permission records that combine system, form, and facility permission profiles. This permission is then assigned to an operator.
	System Permissions Profiles	Use to create and edit System Permission records that define the functions each operator level is permitted to perform. The functions included on this form are system related and are not filtered by facility.
	Facility Permissions Profiles	Use to create and edit Facility Permission Profile records that describe an operator's level of access to the various forms and fields. The functions included on this form are filtered by facility.

Table 10. Report menu

Sub-Menu	Function
Reports	Use to control which activities are stored in history and how to view, format, print, and save reports.

Table 11. Window menu

Sub-Menu	Function
Minimize All	Reduces all windows to an icon.
Restore All	Opens all minimized windows.
Cascade	Arranges windows in an overlapped fashion.
Tile Horizontally	Arranges windows in non-overlapped tiles, one on top of the other.
Tile Vertically	Arranges windows in non-overlapped tiles, side-by-side.
Open windows	Displays a list of open windows. The window that is currently active displays a check mark next to it. By clicking on a window in this list, it becomes the active window.

Tool bar

The tool bar is user configurable and can be used to display your most frequently used applications.

Note: Prior to configuration, the tool bar displays empty.

To add an application icon to the toolbar:

1. From the **File** menu, click **Customize Toolbar**.
2. The Customize Toolbar window displays a list of applications in Visitor Central and a list box of text options.
3. From the list of applications, expand the directories and select/deselect those applications that you want to display on your toolbar. Selecting the main branch selects all of the sub-branches.
4. From the list box of text options, select from the following:
   - Show text labels
     The text label displays below the icon.
   - Selective text on right
     The text label displays to the right of the icon.
   - No text labels
     Only the icon displays. The icons include tooltips.

5. From the Digital Clock Settings pane, select the time (Operator, Host, or Custom) that you want the toolbar clock to display. Custom time allows you to select from a drop-down list of time zones.

6. Click **Save** to save your toolbar preferences to the database. The current settings are retained for your next login session. Click **Cancel** to retain the settings for the current session only.

   Note: If a large number of applications are selected, they could exceed the viewable area of the monitor.

Application window

The Visitor Central applications are based on a common framework. A typical Visitor Central application window is made up of a title bar, a toolbar, a grid on the left, and the form on the right, similar to *Figure 28*.

See *Table 12* through *Table 18* to view detailed information on these components.

The size of the data grid and the form window can be adjusted by dragging the splitter pane left or right, or resizing the Application window. When you close the Application window, the window size and last-used splitter location settings are retained.

Figure 28. Application Window

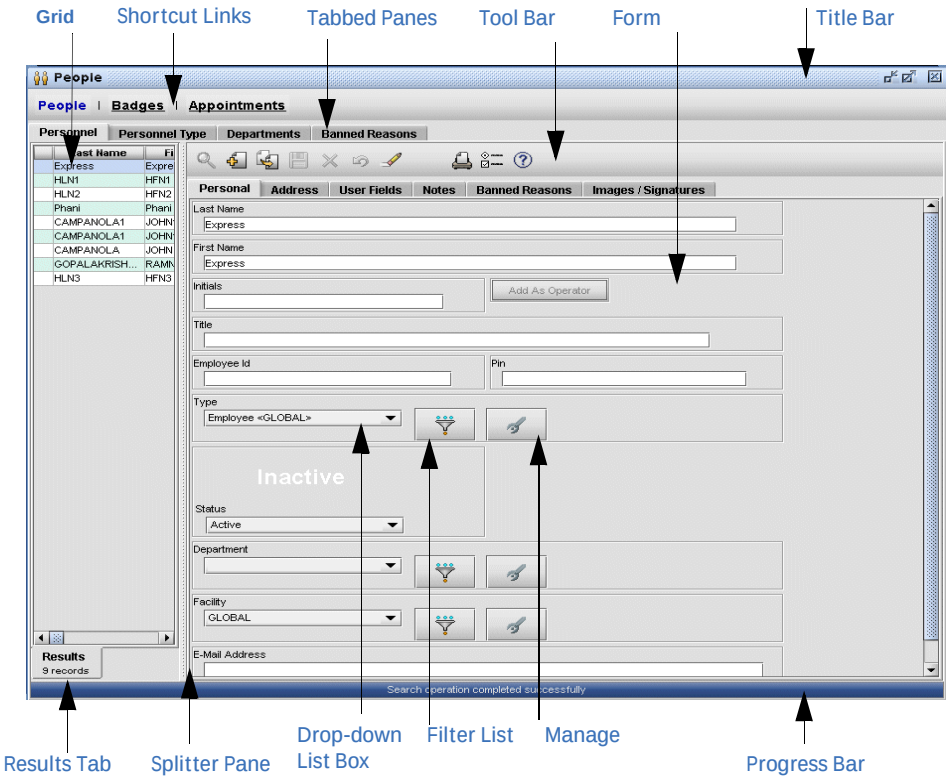


Table 12. Title bar

Item	Description
Title Bar	The Title Bar displays across the top of the window. It displays the label of the primary navigation menu item and contains three buttons: • Minimize: Click to resize your window to a smaller size. • Maximize: Click to resize your window to a larger size. • Close: Click to exit the window.

Table 13. Tool bar

Item	Description
Find	Click to locate specific data records based on selection criteria entered into any of the fields. This is useful if you want to change data of an existing record. If you click Find without entering any search criteria, the system finds all of the data records in that table. The records found for the search are displayed in the grid to the left of the form. You must have View record permission to perform a search.
New	Click to add a new record as the last row in the record list. Any default values are filled in or cleared if there is no default. You must have Insert record permission to create a new record and Update permission for all required fields.
Copy	Click to create a new record and copy the values of the currently selected record to it. This is a quick way to create a new record that is similar to an existing record. A record must be currently selected in order to copy it. If multiple records are selected, a new record is created for each one selected. The copied records are placed at the bottom of the record list and marked with the new record icon. You must have Insert record permission to copy a record. Only fields for which you have permission are copied to the new record.
Save	Click to save the data record currently displayed to the database. If you have created a new record, it is added to the database. If you displayed an existing record and made changes to it, this new version replaces the old record in the database. You must have Update record permission to save any changes.
Delete	Click to mark the record currently displayed for deletion. The record is deleted from the database upon saving. You must have Delete record permission to mark a record for deletion and the record table must support deletion. If the record has record dependencies, a list displays indicating those records that are dependent on it.
Undo	Click to cancel the previous action and restore the values of the previously edited data.
Clear	Click to clear the fields and selections on the form. All option settings are set to an unselected state.
Print	Click to print records in a tabular or form format to your default printer.
Preferences	Click to display the Preferences form that allows you to reposition and filter the grid columns, as well as reposition the entire grid.
Help	Click to access the Visitor Central User manual.

Table 14. Data grid

Item	Description
Grid	The record list window, or data grid, shows the results of search operations and allows you to quickly navigate through the records found by a search. The data displayed in the grid columns consists of one or more fields of the Visitor Central database table that is being manipulated. The number and order of the fields displayed, as well as the placement of the grid on the screen (left, right, top, or bottom), is configurable by clicking Preferences on the form tool bar. When an application is started, the record list window is initially empty. You use the data grid mainly for record navigation. A single record or multiple records may be selected for manipulation. Each row in the data grid represents a record. The records are obtained by performing a search, by creating a new record, or by copying a record. When a search is performed, the grid is filled with all of the records matching the search criteria. All previous records that were in the grid are removed. When adding new records, the records are placed at the bottom of the grid, and are marked with the new record icon . Clicking on a single row in the grid highlights and selects that record for editing. The keyboard up and down arrows can also be used to move from one record to the next. The record's field values display in the various pages of the form. If any field value is changed, the Edit icon displays next to the row. More than one row can be selected in order to change a value for multiple records at one time, for example, updating a time value for all records. Multiple rows can be selected by left-clicking the first desired record, then dragging the mouse, and releasing it on the last desired record. Non-connected rows may be added to the selection by holding down the CTRL key on the keyboard while selecting the row with the mouse. All selected rows are highlighted. When multiple rows are selected, the pages of the form window are cleared and the values replaced by asterisks. Changing a field value changes it for all selected records. If any field value is changed, the Edit icon displays next to the selected rows.

Table 15. Form

Item	Description
Form	The Form window provides the primary interaction between an operator and an application. It allows direct access to all fields within a single record or a selection of records from a host database table.

Table 16. Progress bar

Item	Description
Progress Bar	The current status of operations performed.

Table 17. Status bar

Item	Description
Status	The number of records retrieved as well as any errors encountered during creation are displayed here.

Table 18. Drop-down lists

Item	Description
Drop-down List	A drop-down list box has an arrow at the right of the box, and when clicked, displays a pick-list of options. The contents of a pick-list consist of items you added using other forms. Example: If you have not defined any watch lists in the system (using the Watch list form), the Watch list drop-down pick-list on the Visitor form is empty. Selecting an item from a drop-down list limits the search to records with matching selections. Drop-down lists auto-complete, allowing you to type in leading characters of a desired item to jump to that point. A blank or an empty drop-down list does not limit the search.
Manage	Visitor Central forms contain various drop-down list boxes, such as Facility, Type, Watch List, and so on, that are populated with records created from other Visitor Central forms. The Manage button next to these list boxes allows you to access the appropriate form and create or delete records. You must have Manage permission to perform this function.
Filter	Visitor Central forms contain various drop-down list boxes, such as Facility, Type, Watch List, and so on, that are populated with records created from other Visitor Central forms. The Filter button next to these list boxes allows you to filter the list by description and/or facility using wildcards and operators as described in *"Search criteria" on page 47*. From the results of the search, select and click OK.

Search criteria

When performing a search for data, you may want to view all records or only certain records. Prior to clicking Find , search criteria may be entered as follows:

Text boxes

- A blank text box returns all records.
- A text box containing text only returns records that contain the text specified.
- Wildcards and operators can be used to help delimit the search. For instance, the asterisk can expand the search in either direction around a string of characters.

Table 19. Wildcards and operators

Item	Function
Son*	The system finds any records beginning with "Son" such as Sonesta, Sonya, Sonny.
*son	The system finds any records ending with "son" such as Robinson, Jackson, Nelson.
son	The system finds any records containing "son" such as Masonry, Seasonal, Personnel.

Other symbols and their functions include the following:

Table 20. Other symbols

Symbol	Function
	Equal to (no symbol required)
!	Not equal to

Table 20. Other symbols (continued)

Symbol	Function
>	Greater than
<	Less than
*	Match string
?	Match a single character
&	Logical and
|	Logical or
>=	Greater than or equal to
<=	Less than or equal to

Radio buttons

- Selecting radio buttons limits the search to records with matching selections.

Check boxes

- Enabling a check box limits the search to those records that have those options enabled.
- Disabling a check box limits the search to those records that have those options disabled.
- Leaving the check box as is, with the ?, indicates the value in this field does not participate in the search.

Schedule control

- When searching for scheduled events when an Event Time is selected, a specific time of the day must be entered. The search returns only those records that contain a start time that matches the time entered.
- To search for scheduled events based on any time of the day, do not select the At time/mode buttons. Select the days of the week for which scheduled events are desired, then click Find.

Drop-down lists

- Selecting an item from a drop-down list limits the search to records with matching selections. Drop-down lists auto-complete, allowing you to type in leading characters of a desired item to jump to that point.
- A blank or an empty drop-down list does not limit the search.

List window

- Adding an item from the Available window to the Selected window limits the search to those records with matching selections.
- If more than one item is selected, the search is limited to those records containing all of the selected items in the exact order shown.

Note: A blank Selected window does not limit the search.

Creating, editing, and deleting records

All Visitor Central forms use a standard method to add, edit, or delete records.

Creating records

To create a record:

1. From the Primary menu, such as Access, Configuration, or Control, select a Secondary menu item, then click the appropriate tab. For example: Access, People, Personnel.

2. Click **New** .

   The record list window, or data grid, displays a row marked with the error record icon . If a search has been performed, the grid is filled with all of the records matching the search criteria. When adding new records, the records are placed at the bottom of the grid, and are marked with the error record icon .

3. Complete the form.

   A detailed explanation of each field on the form can be found on the Fields and Controls section for each form in this guide. Because all Visitor Central forms are user-customizable, not all fields may display on your form or they may display in a different order. All required fields are indicated by red text. When all required information is complete, the Error icon is replaced by the new record icon and the Save icon is enabled.

4. Click **Save** . This icon is disabled if all required information is not entered or if you do not have the required permissions for the form.

Editing records

To edit a record:

1. From the Primary menu, such as *Access*, *Configuration*, or *Control*, select a Secondary menu item, then click the appropriate tab. For example: *Access*, *People*, *Personnel*.

2. From the tool bar, click **Find** .

   The record list window, or data grid, shows the results of search operations and allows you to quickly navigate through the records found by a search. When an application is started, the record list window is initially empty.

3. Select a record from the list in the data grid.

   - The number and order of the fields displayed, as well as the placement of the grid on the screen (left, right, top, or bottom), is configurable by clicking **Preferences** on the form tool bar.

- Clicking on a single row in the grid highlights and selects that record for editing. The keyboard up and down arrows can also be used to move from one record to the next. The record's field values display in the various pages of the form.
- More than one row can be selected in order to change a value for multiple records at one time, for example, updating a time value for all records. Multiple rows can be selected by left-clicking the first desired record, then dragging the mouse, and releasing it on the last desired record. Non-connected rows may be added to the selection by holding down the Ctrl key on the keyboard while selecting the row with the mouse. All selected rows are highlighted. When multiple rows are selected, if the field data is the same for all records, the field value displays. However, if the field data is not the same in all records the field value is replaced by an asterisk. Changing a field value changes it for all selected records.
- If any field value is changed, the **Edit** icon displays next to the selected rows.

4. Make the necessary changes to the form.
   - A detailed explanation of each field on the form can be found on the Fields and Controls section for each form in this guide. Because all Visitor Central forms are user-customizable, not all fields may display on your form or they may display in a different order.
   - When editing a form, if you fail to supply required information, the Error icon displays in the Function tab label as well as next to the record in the data grid. The field that requires correction is labeled in red.
5. Click **Save** . This icon is disabled if all required information is not entered or if you do not have the required permissions for the form.

Deleting records

To delete a record:

1. From the Primary menu, such as *Access*, *Configuration*, or *Control*, select a Secondary menu item, then click the appropriate tab. For example: *Access*, *People*, *Personnel*.
2. From the tool bar, click **Find** .

   The record list window, or data grid, shows the results of search operations and allows you to quickly navigate through the records found by a search. When an application is started, the record list window is initially empty.
3. Select a record from the list in the data grid.

   The number and order of the fields displayed, as well as the placement of the grid on the screen (left, right, top, or bottom), is configurable by clicking **Preferences** on the form tool bar.
   - Clicking on a single row in the grid highlights and selects that record for editing. The keyboard up and down arrows can also be used to move from one record to the next. The record's field values display in the various pages of the form.
   - More than one row can be selected in order to delete multiple records at one time. Multiple rows can be selected by left-clicking the first desired record, then dragging the mouse, and

releasing it on the last desired record. Non-connected rows may be added to the selection by holding down the CTRL key on the keyboard while selecting the row with the mouse. All selected rows are highlighted. When multiple rows are selected, if the field data is the same for all records, the field value displays. However, if the field data is not the same in all records the field value is replaced by an asterisk.

4. Click **Delete** .

   The selected records display in the data grid with the deleted icon next to them.

5. Click **Save** . This icon is not available if all required information is not entered or if you do not have the required permissions for the form. If any record dependencies exist for the record you are deleting, a list of those records displays. The list must be cleared before the record can be deleted from the database.

Configuring kiosk pages

This step only needs to be performed during the initial setup. The system administrator creates custom pages for the visitor to navigate when they use a kiosk. For information on configuring these pages, refer to one of the following:

- For Express kiosk pages: *Chapter 5, Using Express Check-in module on page 87*
- For Enterprise kiosk pages: *“Configuring Enterprise Kiosk pages” on page 173*

What’s next?

Proceed to *Chapter 3. Configuring Visitor Central on page 53*.

Chapter 3 Configuring Visitor Central

After the product installation is complete, there are a few additional steps to complete before you begin using Visitor Central. System administrators should be familiar with the information in this chapter. Also, refer to *"Following a sequence" on page x*.

In this chapter:

Checklist 54
Creating facilities 55
Creating visitor types 57
Creating watch lists 58
Adding a visitor to a watch list 59
Adding clients 60
Configuring SMTP server 63
What's next? 64

Checklist

Use this checklist to configure Visitor Central.

Step	Description
For Express Kiosks:	
✔	Configure Express Kiosks for visitors without appointments. Refer to *"Using Express Check-in module" on page 87*.
✔	Configure visitor types and badge design for visitor types using the .xml file. See *"Configuring .xml files" on page 89*.
Host and Attendant tasks	
For Express Kiosk visitors (no appointment necessary):	
✔	Generate an express report of checked in and checked out visitors. The operator may want to generate a report before beginning the Preregistration process. Refer to *"Generating an Express report" on page 118*. (For a more advanced report based on database queries, refer to *"Creating database reports" on page 182*.)
✔	Click **Status Changer** in Preregistration to check visitor out when the visitor leaves. See *"Express status changer" on page 118*.
✔	Direct the visitor to the Express Kiosk workstation. The visitor completes the entire transaction. The badge prints to the Visitor Central default printer. See *"Checking in" on page 108*.
✔	Assist if visitor has problems or is banned from checking in. See *"Banned visitors" on page 110*.
For Administrator's Module:	
✔	Create visitor types, such as VIP, contractors, 1-day Visitor, 3-day Visitor. Use as many visitor types as needed to identify the various groups or persons visiting the facility. • See *"Creating visitor types" on page 57*. • See *"Creating watch lists" on page 58*.
✔	Configure the client systems. See *"Adding clients" on page 60*.
✔	Create facilities. • See *"Creating facilities" on page 55*. A permission profile must be assigned when new facilities are created. • Review the facility permission profiles and make any necessary changes. See *"Creating facility permission profiles" on page 68*. • See *"Configuring permissions" on page 74* for more information.
✔	Review the system permission profiles and make any necessary changes. See *"Creating system permission profiles" on page 71*.
✔	Define Visitor Central operators, such as system administrators, badge administrators, hosts, and attendants. See *"Defining operators" on page 76*.
✔	Add the employees identified as host that make visitor appointments. See *"People overview" on page 128*.
✔	Create watch lists for VIPs or visitors banned from entering the facility. • See *"Defining banned reasons" on page 137*.

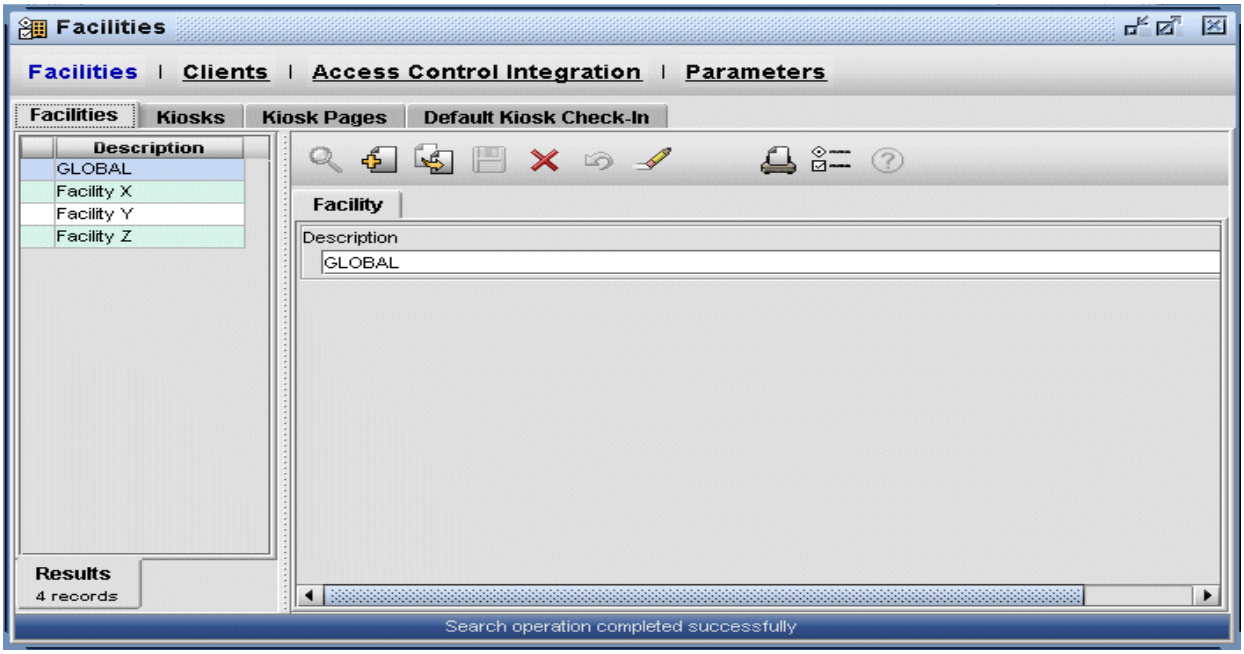
Step	Description
✔	Design badges for the different visitor types. Use different colors or badge orientation to distinguish visitor types. See *Managing badges on page 159*.
✔	Configure Enterprise kiosks for visitors with appointments. Add the company name, logo, text, and colors to customize the kiosk. See *"Customizing the Enterprise Kiosk" on page 174*.
For existing appointments in the database:	
✔	Add the visitor's name and contact information to Visitor Central. If this person has visited previously, use the Search icon to locate their information. See *"Adding visitor contact information" on page 141.*
✔	Create an appointment with the date and time of their arrival and departure. See *"Making an appointment" on page 143*.
✔	Assign the visitor to the appointment using the Invitee List. See *"Assigning visitors to appointments" on page 145*.
✔	When the visitor arrives, use the Appointment Monitor to retrieve the appointment and change the status from pending to arrive. See *"Using the appointment monitor" on page 146*.
✔	When the visitor leaves, use the Appointment Monitor to change their status from arrived to departed. Review the appointments at the end of the day. Change the status to no show, if the visitor did not arrive. See *"Using the appointment monitor" on page 146*.
✔	Print the visitor's badge. See *"Printing a visitor badge" on page 151*.
✔	Generate a report. The report may include the visitor's name, time of arrival and departure, and the names of the visitors that did not show. See *"Creating a report" on page 184*.

Creating facilities

The facilities feature partitions the Visitor Central database into logical groupings. As a result of partitioning, employees and attendants assigned to a specific facility might be permitted to view or have access to items associated with only that facility, and not others.

During the installation process, a Global facility is created and by default, all database records are assigned to that facility. Use the Facilities window to create additional records or delete records. These records, combined with facility profiles and permissions, allow you to restrict operator access to records assigned to those facilities.

Figure 29. Facilities with Facility tab



Related procedures

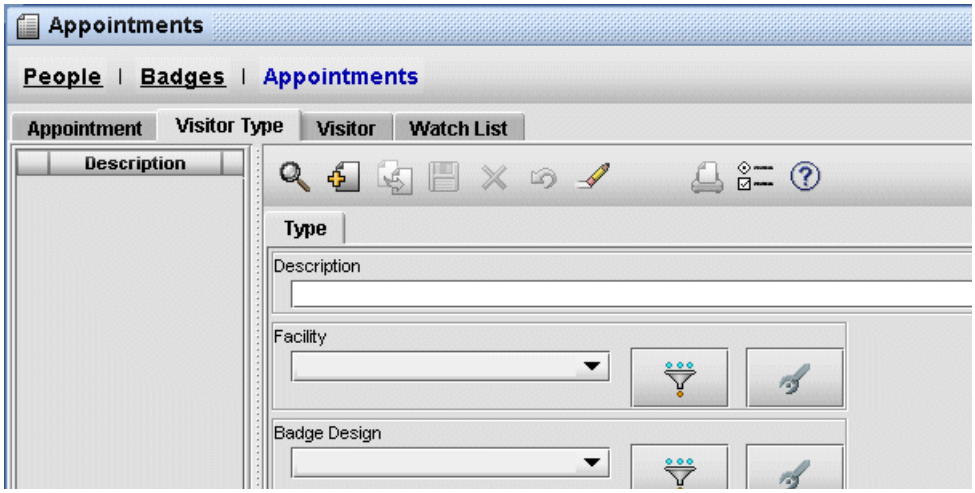
To create a facility, follow these steps:

1. From the **Configuration** menu, select **Facilities**. The Facilities window in *Figure 29* displays.
2. Enter a description of the new facility. This field accepts a maximum of 60 characters.
3. Click **Save**.

Creating visitor types

Visitor types are definitions of different visitors, such as corporate visitors, contractors, sales representatives, and employees visiting other facilities. It is recommended that each visitor type is assigned a different badge design to visually distinguish visitors.

Figure 30. Visitor type with Type tab



Fields and controls

The following is a list of fields that may require additional information.

Table 21. Visitor types field names and descriptions

Field name	Description
Description	Enter the visitor type description, such as Corporate Visitors. Maximum 60 characters.
Facility	Use the drop-down list to assign this visitor type to a facility.
Badge Design	Use the drop-down list to select the badge design that should be assigned to this visitor type.

Related procedures

To define a visitor type, follow these steps:

1. From the **Access** menu, select **Appointments**.
2. Select the **Visitor Type** tab. The window in *Figure 30* displays.
3. Enter a description, such as contractor or 1-Day Visitor. Use up to 60 characters.
4. Use the drop-down list to assign the facility to this visitor type.
5. Use the drop-down list to assign the badge design to use for this visitor type.
6. Click **Save**.

Creating watch lists

The system administrator has the ability to create watch lists and assign visitors to that list. When creating an appointment, the host can assign the visitor to a watch list, if appropriate. A visitor may be on a watch list because they may require special attention (such as VIPS) or to deny access for security or personnel reasons. (During a Personal record creation, a host may assign a 'Banned Reason.' If a visitor has been to the facility before and should be denied access, they should be added to a watch list.)

Note: Watch lists are associated with appointment-based check-ins. Banned Reasons are associated with Express Check-ins. Refer to *"Defining operators" on page 76* for information about Override of Access Denied Visitor Flag.

When an employee pre-registers a visitor, Visitor Central checks to see if this visitor is on a watch list.

- If a visitor is assigned to a watch list with **Access Denied** option checked, the visitor is not allowed to check in through an Enterprise Kiosk.

Figure 31. Watch list with Watch List tab

Fields and controls

The following list of fields may require additional information.

Table 22. Watch list fields and description

Field name	Description
Description	Enter the watch list description, such as Banned Visitors. Maximum 60 characters.
Access Denied	Select this check box if the visitors assigned to this watch list should be denied access to the facility.
E-mail Address	Enter an e-mail address of the person to alert when an appointment is created for a visitor on the watch list or the check-in status changes.
Facility	Use the drop-down list to assign this watch list to a facility.

Related procedures

To create a watch list, follow these steps:

1. From the **Access** menu, select **Appointments**.
2. Select the **Watch List** tab. The window in *Figure 31* displays.
3. Enter a description for the type of watch list, such as VIP or Banned.
4. Select **Access Denied** if the visitors on this list should not have access to the building or site.
5. Enter the e-mail address of the person to alert when an appointment is created for a visitor on the watch list or the check-in status changed.
6. Use the **Facility** drop-down list to assign this watch list to the appropriate facility.
7. Click **Save**.

Adding a visitor to a watch list

Note: (At this point, you may not have people added to your system. Refer to *Chapter 7. Using administrator's module on page 127* for adding people, and visitor information such as making an appointment, adding/creating visitor information, and using the Appointment Monitor.)To add a visitor to a watch list:

1. From the **Access** menu, select **Appointments**.
2. Click the **Visitor** tab.
3. Click **Search** to display a list of visitors.

   Note: You can also perform a Search on a selection from the Watch list drop-down menu to display existing members of a selected watch list.

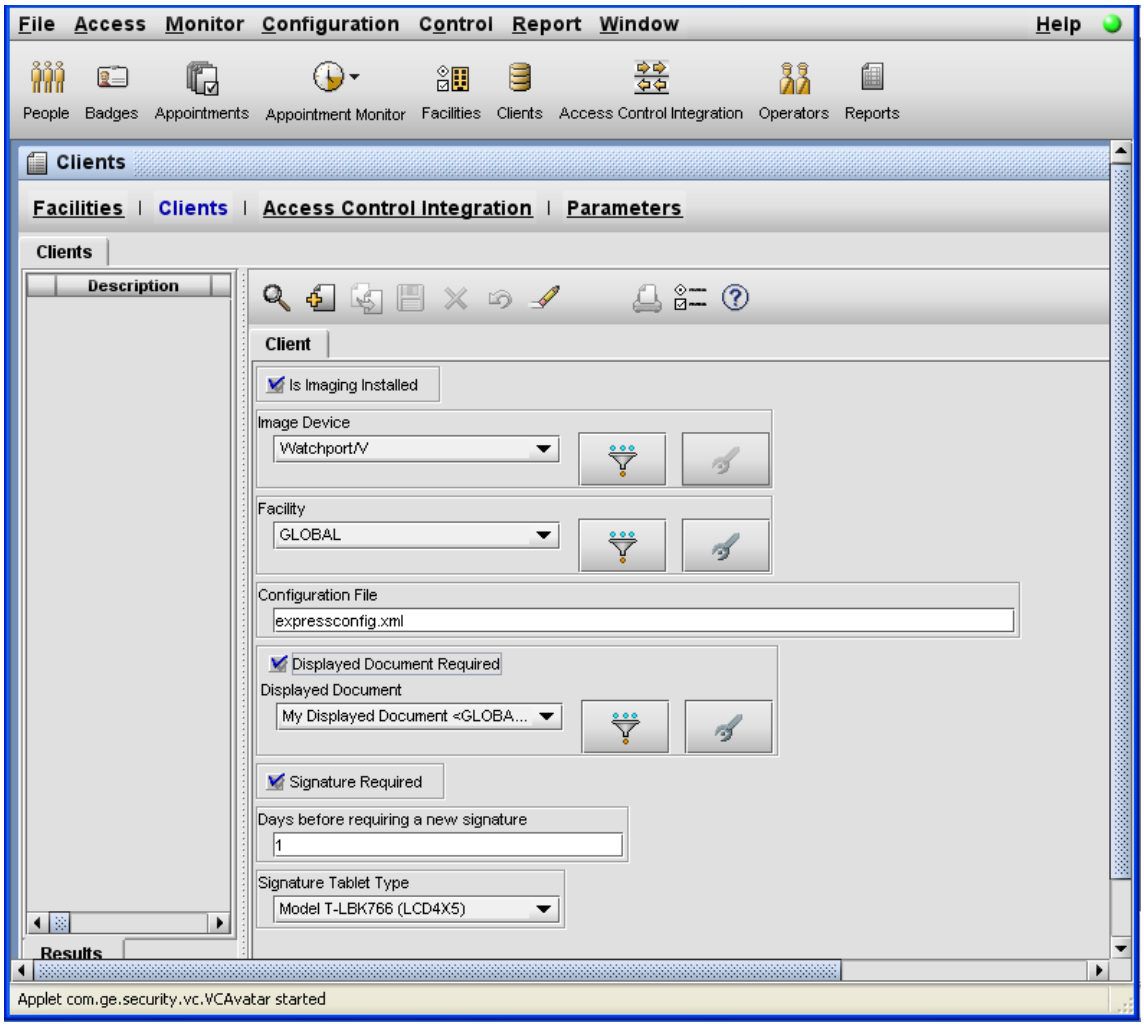
4. From the list of visitors, select the visitor that you want to add to the watch list.
5. When the visitor record displays, scroll to the **Watch list** field. Select a watch list from the drop-down list to associate with this visitor record.

6. Repeat for all visitor records that you want to assign to this watch list.
7. If the visitor is on a watch list with **Access Denied** option checked, the visitor is not allowed to check in through an Enterprise Kiosk.

Adding clients

Use the Clients window to identify the Visitor Central imaging client stations. Each client station is assigned to a facility and can be assigned an image-capture device.

Figure 32. Clients with Client tab



Fields and controls

The following list of fields are required.

Table 23. Client fields and descriptions

Field name	Description
Machine ID	Enter the IP address or machine name of the client computer.
Description	Enter the description of this client. Maximum 60 characters.
Is Imaging Installed	Select this check box if this client workstation is an imaging station.
Imaging Device	Use the drop-down list to select the imaging device assigned to this client workstation.
Facility	Use the drop-down list to assign this client to a facility.
Configuration File	Enter the name of the corresponding .xml configuration file to configure the Express Kiosk. This field is not necessary if your Visitor Central system is not using Express Kiosk.
Displayed Document Required	If this checkbox is selected, this client displays a document such as a non disclosure agreement.
Displayed Document	From the drop-down list, select the type of document being used in your facility.
Signature Required	Select if signature capture is to be required at this client workstation.
Signature Tablet Type	Two options are available currently: • Model T-LBK766 - Selecting this allows the user to view the displayed document in the signature tablet itself. • Model T-L462 - This option is for signature capture only. The displayed document has to be viewed in client workstation.
Days before requiring a new signature	Enter the number of days during which this agreement is valid. • Repeat visits by this visitor during that time period will not prompt for a signature. • When the time period has expired, the Visitor is again prompted for a signature.

Related procedures

To add a client station, follow these steps:

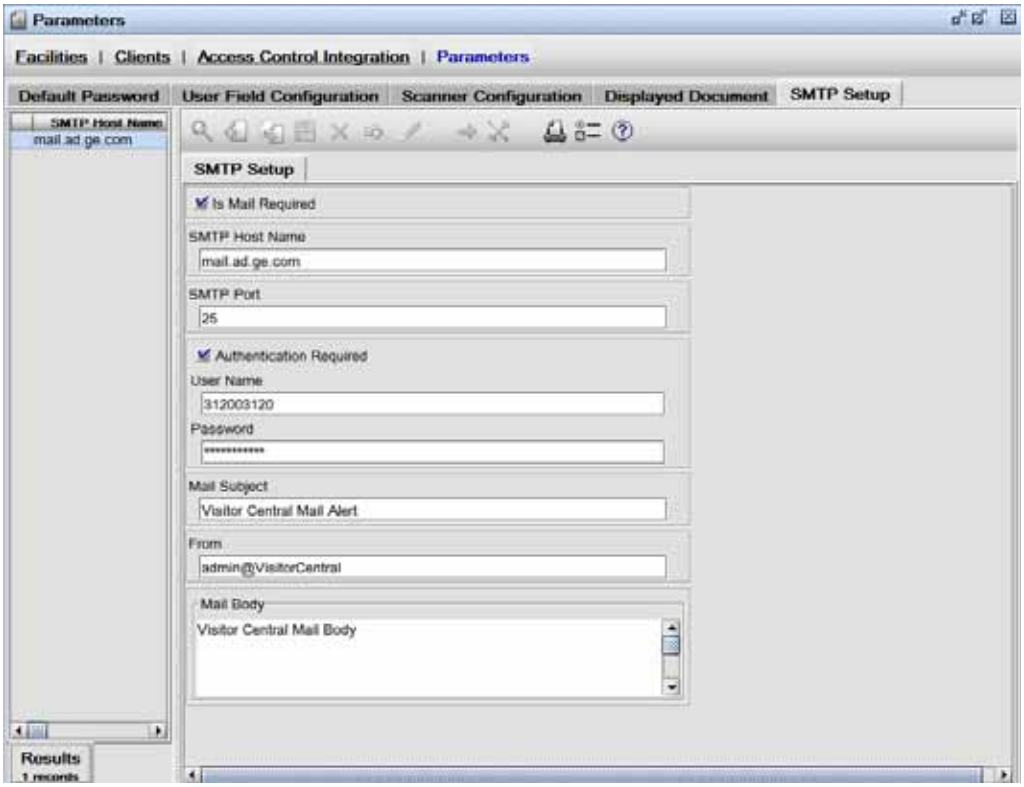
1. From the **Configuration** menu, select **Clients**. The Clients window in *Figure 32* displays.
2. Enter the Machine ID. This field is for the IP address of the client machine.
3. Enter a description of the client station, such as Boca Raton Lobby.
4. Select the **Is Imaging Installed** check box if appropriate.
5. Use the **Imaging Device** drop-down list to select the imaging device at this client station.
6. Use the **Facility** drop-down list to assign this client station to a facility.
7. The **Configuration File** entry is not necessary if you are not using an Express Kiosk in your Visitor Central system. Enter the name of the corresponding .xml configuration file to configure the Express Kiosk. This file allows you to review and revise the configuration of your Visitor Central system. Refer to *"Configuring .xml files" on page 89*.

8. If you want to display a document such as a non disclosure agreement at this client workstation, select the checkbox, then select the type of document from the drop-down list that is to display.
9. If you want to configure this client to prompt for a signature, select the check box and enter a number of days to retain.
10. Select the Signature Tablet type which is available for use. LCD 4X5 allows the displayed document to be viewed in the device itself and capture the signature. LCD 1X5 is used to capture the signature only.
11. Click **Save**.

Configuring SMTP server

Use the STMP Setup window to configure the SMTP Server for e-mail alert notification to an operator who requests to be notified when an appointment is created for a visitor on a watch list or the check-in status changes.

Figure 33. SMTP Setup



Fields and controls

The following list of fields need to be completed.

Table 24. SMTP Setup fields and descriptions

Field name	Description
Is Mail Required	Select this box to activate the e-mail notification option.
SMTP Host Name	Enter the SMTP server name that handles the transfer of e-mail to the e-mail address.
SMTP Port	Accept the default entry or enter an appropriate port number used for STMTP e-mail communication.
Authentication Required	Select this box if authentication is required in order to send an e-mail notification. User Name: Enter the user name that the e-mail server uses to validate this user. Password: Enter the password that the e-mail server uses to validate this user.

Field name	Description
Mail Subject	A default subject displays: *Visitor Central Mail Alert*. Accept this subject line or edit as desired.
From	The default is the currently logged in operator. Accept the default entry or enter an active customized address.
Mail Body	Enter text that briefly describes the reason for the e-mail alert notification.

Related procedures

To complete the SMTP Setup:

1. From the Configuration menu, select **Parameters**, then **SMTP Setup**.
2. Select the **Is Mail Required** check box. E-mail notification is not sent if this box is not selected.
3. Enter the **SMTP Host Name**.
4. Verify the **SMTP Por**t number.
5. Select the **Authentication Required** check box if required and enter an associated User Name and Password.
6. Verify the subject line and edit if necessary.
7. Verify the **From** e-mail address.
8. Enter text in the **Mail Body** text box that briefly describes the reason for the e-mail.
9. Click **Save**.

What's next?

Proceed to *Chapter 4. Defining Visitor Central permissions and operators on page 65*.

Chapter 4 Defining Visitor Central permissions and operators

This chapter describes how to control the operations that an operator can perform and the applications in which they can be performed. Here are a few additional prerequisite steps to complete before you begin using Visitor Central. Administrators should familiarize themselves with the information in this chapter before continuing to other chapters in this document. Also see *"Following a sequence" on page x*.

In this chapter:

Overview 66
Creating facility permission profiles 68
Creating system permission profiles 71
Configuring permissions 74
Defining operators 76
Linking facility permission profiles, permissions, and operators 79
What's next? 86

Overview

The Visitor Central system allows you to group your system database records according to facilities. A facility can be records associated with a group of buildings in a city, a building, a floor in a building, a tenant, or a room on a particular floor in a building.

Facility records are text descriptions of these places. Database records can be grouped together by assigning them to a common facility. At installation, a facility, Global, is created and, by default, all database records are assigned to it.

System administrators install and configure the system. The system administrator is responsible for creating permissions, assigning permissions, the initial badge design, and specifying the information and what displays on the badge. Operators using your Visitor Central system require access to different forms and facilities depending on their function and location. They also require different levels of authority depending on their position. Attendants check in visitors and print their badges. Also see:

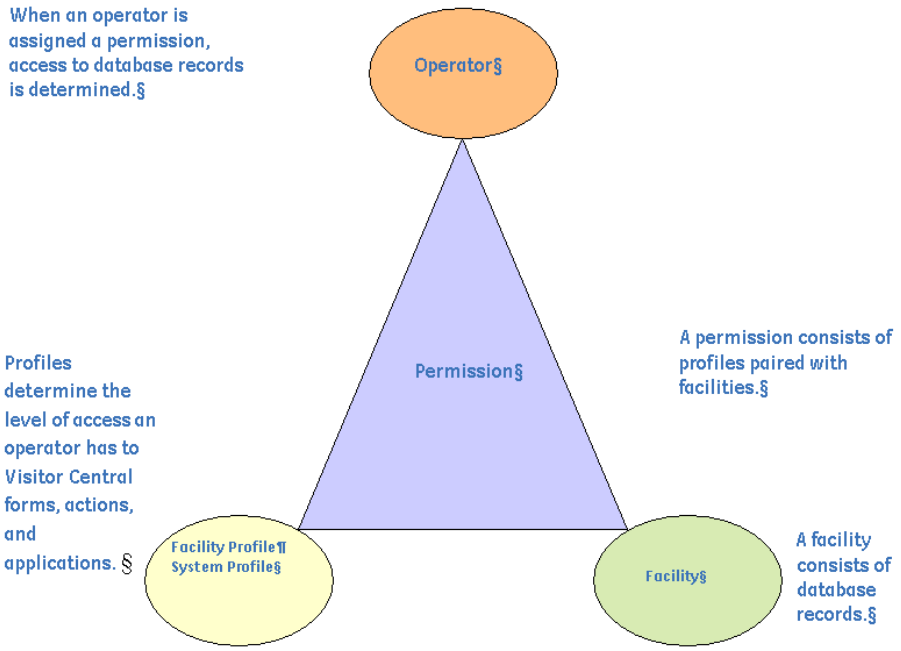
- *“Managing appointments” on page 139*
- *“Defining roles” on page 139*

A Permissions Profile is a way of defining the record and field level access permissions as well as action permissions that control what applications an operator can run. There are two types of profiles: Facility Permission Profiles which define permissions for Visitor Central forms that are partitioned by facility, and System Permission Profiles that define permissions for the Visitor Central forms that are not partitioned by facility. Default profiles are created at installation for System and Facility permissions: All, Insert, Update, View, and No. These profiles are locked (cannot be changed), but they may be copied and then edited to create additional profiles.

Once a permission profile is defined, it can be associated with a facility and assigned to a permission. This permission is then assigned to an operator and determines what records the operator is allowed to access and what they are allowed to do with them, based on the facility of the particular record. For example, when the Global facility is paired with the All Facility Permission profile and assigned to an operator, that operator has full access to the database records associated with the Global facility.

The following diagram depicts the relationship of the Visitor Central tables when setting up facilities in your system. All of the records stored in the Visitor Central database are assigned a facility, either Global or another facility in your system. To determine the records that an operator can access, facilities are paired with a profile defining the level of access, and are then assigned to the operator permission.

Figure 34. Operator administration overview


When an operator is assigned a permission, access to database records is determined.§
Operator§
Permission§
A permission consists of profiles paired with facilities.§
Profiles determine the level of access an operator has to Visitor Central forms, actions, and applications. §
Facility Profile¶
System Profile§
Facility§
A facility consists of database records.§

After completing the initial system configuration, records need to be created in order to assign the proper permission sets to each operator. The following forms are required to create these records.

- Facility Permission Profile
- System Permission Profile
- Permissions
- Operators

Examples of the relationship of these records and how to link them is discussed in the section, *"Linking facility permission profiles, permissions, and operators" on page 79*.

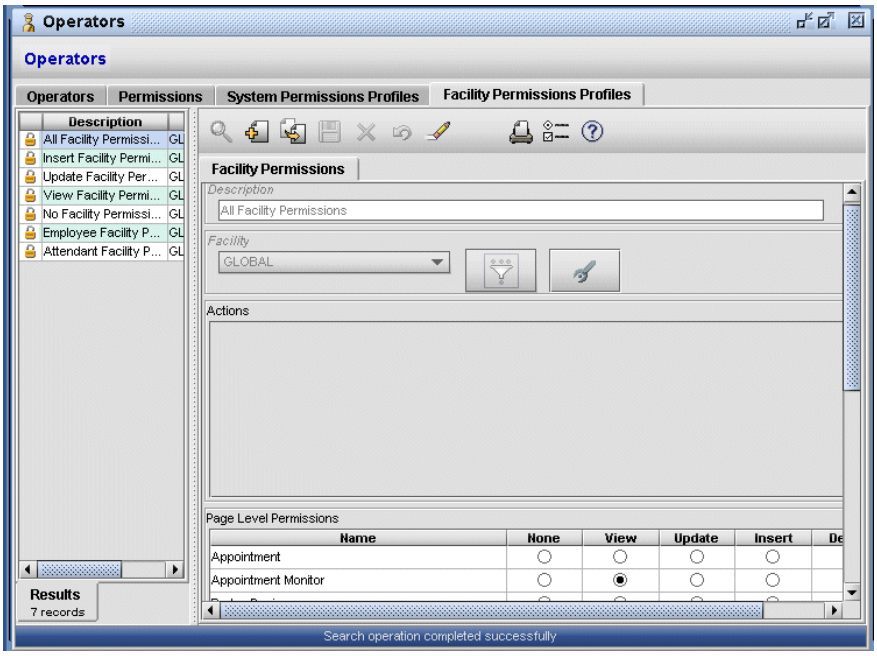
Creating facility permission profiles

A facility permission profile is a way of defining an operator record and field level access permissions for the Visitor Central forms that are partitioned by facility. It defines, for each facility, what the operator can do with records assigned to that facility.

Example

When the All Facility Permissions facility profile is assigned to the Global facility and assigned to an operator, the operator has access to all database records in the Global facility only. The term “Global” defines a default facility; it does not encompass other facilities.

Figure 35. Facility permissions profile form



Default facility permission profiles are created during installation and, when paired with a facility, gives an operator varying levels of access to the associated database records, as referenced in *Table 25 on page 69*.

This feature allows an administrator to grant an operator a different level of permission for each set of records (Facility) to which he has access. For example, an operator may be assigned the facility permission profile, All Facility Permissions, at the one facility which allows full access or the ability to view, update, insert, and delete at the record level on all Visitor Central forms. Full access also grants view and update permission at the field level. At another facility, that same operator may be assigned the No Facility Permissions, which does not allow the operator any access to the records at all.

Table 25. Default facility permissions profiles

Profile	None	View	Update	Insert	Delete
Page (Form) Permission					
Delete					✓
Insert		✓		✓	✓
Update		✓	✓	✓	✓
View		✓	✓	✓	✓
None					

Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 26. Facility Permission Profile form fields

Field name	Description	
Description	Enter a description (up to 30 characters). This description displays in the Facility list box of the Permission form.	
Facility	Click Facility to display the facilities list box. This field reflects the facility to which this record is assigned. See Creating facilities on page 55 .	
Page level permission	This section is used to set up the record level permissions for the selected form. The toggle buttons allow you to determine the level of permission of the operator assigned to this facility permission profile. Some of these buttons affect the control (field) level permissions. *Example: If the Page Level Permission for Update is toggled off, the Control Level Permission: Update column is cleared and unavailable for selection.*	
	Name	The labels displayed correspond to the Visitor Central forms. Select the one you currently want to work with. *Example, Badges* Select the appropriate None, View, Update, Insert, or Delete radio button for each form. If None is selected, the form is not available to the operator.
	None	Used to determine if the operator is allowed access to the selected form. If selected, the Control Level Permission: None column is activated.
	View	Used to determine if the operator is allowed to view a record associated with the selected form. If selected, the Control Level Permission: View column is selected by default.
	Update	Used to determine if the operator is allowed to update a record associated with the selected form. If selected, the Control Level Permission: Update column is selected by default.

Table 26. Facility Permission Profile form fields (continued)

Field name	Description	
	Insert	Used to determine if the operator is allowed to insert or add a record using the selected form. If selected, the Control Level Permission: Insert columns are selected by default.
	Delete	Used to determine if the operator is allowed to delete a record using the selected form. If selected, the Control Level Permission: Delete columns are selected by default.
Control level permission	This section is used to set up the field level permissions. This window becomes active with data when a form has been selected from the Page Level Permission section. The data in the Control Level Permission window is shown in three columns: None, View, and Update. This window should be used to set the field level permissions for the selected form by selecting one of the columns.	
	Name	This column contains the field description of each of the fields that can be selected.
	None	This column determines if the field displays on the selected form.
	View	This column determines if the data in this field is viewable on the selected form. The Page Level Permission: View, Update, Insert, or Delete must be selected for this column to be active.
	Update	This column determines if the field can be edited or not from the selected form. The Page Level Permission: Update, Insert, or Delete button must be selected for this column to be active.

Related procedures

To create, edit, or delete a Facility Permission Profile record:

1. Select **Control**, **Operators**, then **Facility Permission Profile** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field. Refer to *Table 26* for assistance in completing this form.
4. Click **Save** to save this record.

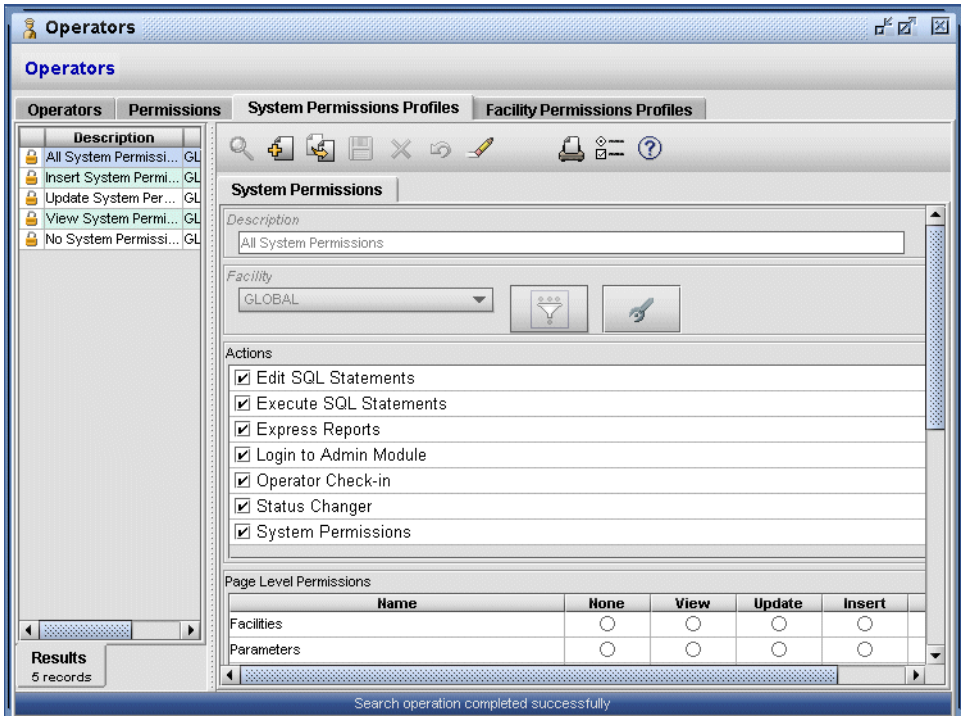
Creating system permission profiles

A system permission profile is a way of defining an operator record and field level access permissions for the Visitor Central forms that are not partitioned by facility, such as the Facility form. It also controls the ability to perform certain actions, such as creating custom forms.

Example

An operator may be allowed Update access to the Facility form but not allowed to create custom forms.

Figure 36. System permissions profile form



Default System Permission profiles are created during installation that give an operator varying levels of access to forms, such as the Appointment Monitor, and the ability to perform certain actions, such as editing SQL statements. See *Table 27 on page 72*.

For example, All System Permissions allows the operator to view, update, insert, and delete records on all non-facility partitioned Visitor Central forms. It also grants full action permission. No System Permissions, on the other hand, does not allow the operator any access to the records at all.

Table 27. Default system permissions profiles

Profile:	None	View	Update	Insert	Delete
Page (form) permissions					
Facilities		✓	✓	✓	✓
Action permission checklist					
Edit SQL Statements					
Execute SQL statement					
Express Reports					
Login to Admin Module					
Operators check-in					
Status Changer					
System Permissions					
Page Level Permissions (if licensed for access control)					
• Access control Integration					
• Configure Person/Badge Export					
• Facilities					
• Parameters					
• SMTP Setup					
Control Level Permissions					

Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 28. System permission profile form fields

Field name	Description	
Description	Enter a description (up to 30 characters). This description displays in the System Permissions Profile list box of the Permission form.	
Facility	Click Facility to display the facilities list box. This field reflects the facility to which this record is assigned. For more information, see Creating facilities on page 55.	
Actions	This section can be used to restrict or enable certain actions that are typically performed at a System Administrator level, such as:	
	Edit SQL Statements	Enables the operator to modify SQL reports. If this is not selected, the operator can only view pre-defined SQL reports.

Table 28. System permission profile form fields (continued)

Field name	Description	
	Execute SQL Statements	Enables the operator to run SQL reports. If this is not selected, the operator can only view pre-defined SQL reports.
	Express Reports	Enables the operator to generate a report of Express visitors.
	Login to Admin Module	Enables the operator to log on to Visitor Central administrator module with the assigned permission levels.
	Operator Check-in	Enables the operator to check in visitors.
	Status Changer	Enables the operator to change the status of an Express visitor.
	System Permissions	Enables this operator to define the functions that other operators are permitted to perform. The functions are system related and are not filtered by facility.
Page level permission	This section is used to set up the record level permissions for the selected form. The toggle buttons allow you to determine the level of permission of the operator assigned to this facility permission profile. Some of these buttons affect the control (field) level permissions. *Example: If the Page Level Permission for Update is toggled off, the Control Level Permission: Update column are cleared and unavailable for selection.*	
	Name	The labels displayed correspond to the Visitor Central forms. Select the one you currently want to work with. *Example: Badges* Select the appropriate None, View, Update, Insert, or Delete radio button for each form. If None is selected, the form is not available to the operator.
	None	Used to determine if the operator is allowed access to the selected form. If selected, the Control Level Permission: None column is activated.
	View	Used to determine if the operator is allowed to view a record associated with the selected form. If selected, the Control Level Permission: View column is selected by default.
	Update	Used to determine if the operator is allowed to update a record associated with the selected form. If selected, the Control Level Permission: Update column is selected by default.
	Insert	Used to determine if the operator is allowed to insert or add a record using the selected form. If selected, the Control Level Permission: Insert columns is selected by default.
	Delete	Used to determine if the operator is allowed to delete a record using the selected form. If selected, the Control Level Permission: Delete columns is selected by default.
Control level permission	This section is used to set up the field level permissions. This window becomes active with data when a form has been selected from the Page Level Permission section. The data in the Control Level Permission window is shown in three columns: None, View, and Update. This window should be used to set the field level permissions for the selected form by selecting one of the columns.	

Table 28. System permission profile form fields (continued)

Field name	Description	
	Name	This column contains the field description of each of the fields that can be selected.
	None	This column determines if the field displays on the selected form.
	View	This column determines if the data in this field is viewable on the selected form. The Page Level Permission: View, Update, Insert, or Delete must be selected for this column to be active.
	Update	This column determines if the field can be edited or not from the selected form. The Page Level Permission: Update, Insert, or Delete button must be selected for this column to be active.

Related procedures

To create, edit, or delete a System Permission Profile record:

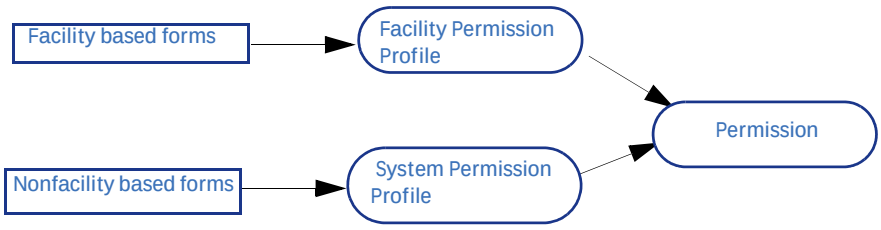
1. Select **Control**, **Operators**, then **System Permissions Profile** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field. Refer to *Table 28 on page 72*for assistance in completing this form.
4. Click **Save** to save this record.

Configuring permissions

Use the Permissions form to define the functions that each operator level is permitted to perform, such as System Administrator, Badge Administrator, or Attendant. That permission can then be assigned to individual operators from a list box.

By default, the system provides the permission of System Administrator. This permission should be assigned to one or more operators who have total responsibility for the Visitor Central system and therefore require all functions.

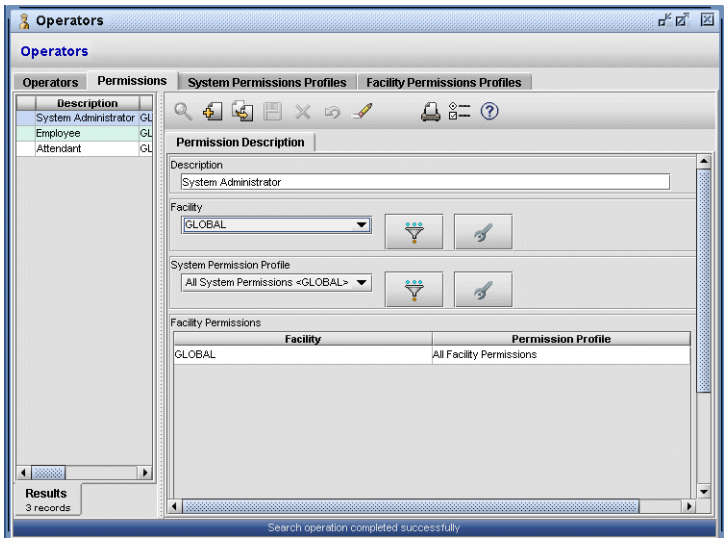
Figure 37. Relationship between permissions and profiles



Example

Operator Jane Doe is responsible for issuing visitor badges for the Manufacturing plant in the Global facility. She is assigned the permission Badge Admin. The Badge Admin permission is assigned the System Permission Profile: View System Permissions, and the Facility Permission Profile: Update Badges that grants update permission on the Badges form only.

Figure 38. Permission form



Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 29. Permissions form fields

Field name	Description
Description	The job description of the operators that are assigned to this permission (1 to 30 characters). *Example: Badge Administrator.*
Facility	Click Facility to display the facilities list box. This field reflects the facility to which this record is assigned. For more information, see Creating facilities on page 55.
System permissions profile	Controls the level of access the operator has to the Visitor Central forms that are not controlled by Facilities, such as the Facility form.
Facility permissions	Controls the level of access the operator has to the Visitor Central forms that are controlled by Facilities, such as Appointments, Visitor, and the majority of the Visitor Central forms. This window displays the facilities currently defined. If the facility has an associated profile, that profile description displays after it. Select a facility and click on it to display a facility profile list box. If you want to assign a facility profile to this facility, select a profile from the list.

Related procedures

To create, edit, or delete a Permission record:

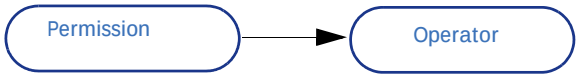
1. Select **Control**, **Operators**, then **Permissions** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field. Refer to *Table 29 on page 75*for assistance in completing this form.
4. Click **Save** to save this record.

Defining operators

Use the Operators form to assign operator permissions to individual operators and to give them login capabilities on the system.

Note: Always have more than one operator with System Administrator permissions.

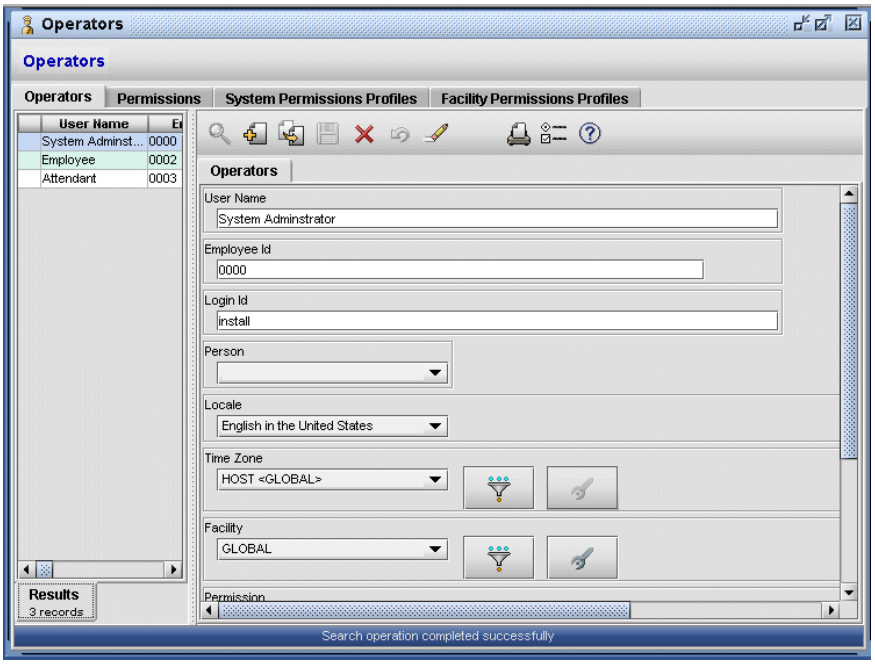
Figure 39. Relationship between permissions and operators



Example

Jane Doe is the receptionist at the manufacturing plant of Global Corporation. Her employee identification number is 555666777 and her Login Id is jadoe. She is assigned the permission Attendant.

Figure 40. Operator form



Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 30. Operator form fields

Field name	Description
User name	Description of the person using the Login ID (1 to 12 characters).
Employee Id	Company identification number assigned to the person using the Login ID.
Login Id	Login name the user types to gain access to the operating system and Visitor Central. Each operator must have a unique Login ID. The Login ID is case sensitive.
Person	Person to whom this permission is assigned. A permission does not have to be assigned to a person.
Locale	The locale used by this operator. The list box is created at system installation based on available locales. A locale is a language for a specified region. *Example: English in the United States, Portuguese in Brazil*
Time zone	Select, from the drop-down list, the time zone in which the operator is located. This allows Visitor Central to display badge activity in the operator's local time.
Facility	Click Facility to display the facilities list box. This field reflects the facility to which this record is assigned. For more information, see *"Creating facilities" on page 55*.
Permission	The functions the operator can perform. *Example: System Administrator* This list box reflects the permissions created with the Permissions form.

Table 30. Operator form fields (continued)

Field name	Description
Override of Access Denied Visitor Flag	If this box is checked, this permission is able to override an assigned Access Denied Visitor Flag.
Idle Session Time	• If a number of minutes is entered in this field, a Visitor Central session closes when the number of idle minutes entered in this field is reached. • If the number of idle minutes is '0,' the session does not end and the Visitor Central application remains open indefinitely.
Change password	Displays the Password dialog used to set the operator's password (6 to 8 characters). The # character displays as you type; the actual password is not visible. When changing an existing password, the old password must be entered before being prompted to enter the new one. Note: If the operator forgets their password, then the system administrator can change the password by entering the 'install' user's password in the Old Password field.

Related procedures

To create, edit, or delete an Operator record:

1. Select **Control**, **Operators**, then **Operators** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field.
4. Refer to *Table 30 on page 77* for assistance in completing this form.
5. Click **Save** to save this record.

Linking facility permission profiles, permissions, and operators

Examples:

Table 31. Examples of operator/permission/facility permission profile/relationship

Operator	Permission	Facility Permission Profile	Facility	Result
install	System Administrator (responsible for the system administrative functions for the entire system)	All Facility/System (allows full access on all forms)	Global	This combination allows operator, install, to perform all functions on all records assigned to the Global Facility on all forms.
		All Facility/System (allows full access on all forms)	Facility X	This combination allows operator, install, to perform all functions on all records assigned to Facility X on all forms.
		All Facility/System (allows full access on all forms)	Facility Y	This combination allows operator, install, to perform all functions on all records assigned to Facility Y on all forms.
		All Facility/System (allows full access on all forms)	Facility Z	This combination allows operator, install, to perform all functions on all records assigned to Facility Z on all forms.
John Smith	Site Administrator Facility X (responsible for the system administrative functions for Facility X)	Update Facility (allows update access on all forms)	Facility X	This combination allows operator, John Smith, to perform update functions on all records assigned to Facility X on all forms.
		View Facility (allows View only access on all forms)	Global	This combination allows operator, John Smith, to view all records assigned to the Global facility on all forms.
Jane Doe	Attendant Facility X	Attendant Update (allows update access to records on specified forms)	Facility X	This combination allows operator, Jane Doe, to update all records assigned to Facility X on specific forms.
		View Operator (allows view access to records on the Operator form)	Global	This combination allows operator, Jane Doe, to view all records assigned to the Global Facility on the Operator form.

Perform the following steps to link facility permission profiles, permissions, and operators.

1. Define the facilities in your system, using the Facility form to describe the group of records.
   Example: Facility X, Facility Y, and Facility Z.

   Note: If your system consists of a single facility, you do not need to create additional facility records.

2. Define facility and system profiles, using the Facility Permission Profile form and the System Permission Profile form to describe the operator level of access. A profile can also limit access to specific forms.
   Example: All Facility Permission, Insert Facility Permission, Update Facility Permission, View Facility Permission, or No Facility Permission.

3. Define the permission records required, using the Permissions form to describe what function the operator can perform.
   Example: System Administrator, Operator, Attendant, or Visitor Kiosk.

4. Then, assign a facility profile to the permission for each facility required. You can assign the same facility profile to multiple facilities and permission records.
   Example: You could assign the View Facility Profile to an Attendant permission in Facility X and Facility Y as well as to an Operator permission in Facility Z.

5. Assign the permission to an operator, using the Operator form.
   Example: An operator may be assigned an Attendant permission at Facility X with a View Facility Permission profile and an Operator permission at Facility Y with an All Facility Permission profile.

On the following pages we perform the steps necessary to achieve the following result for operator, Jane Doe.

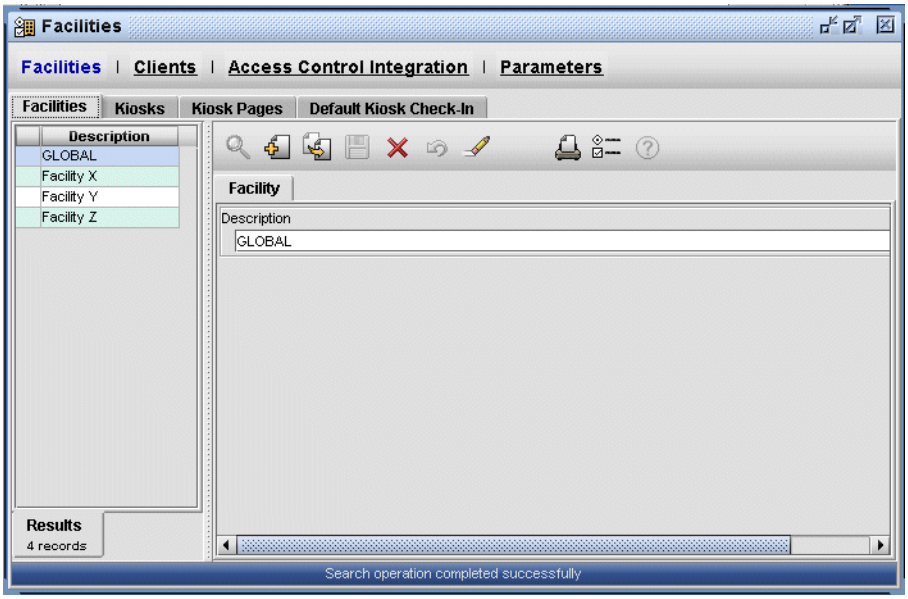
Table 32. Example of linking facility permission profiles, permissions, and operators

Operator	Permission	Facility Permission Profile	Facility	Result
Jane Doe	Attendant Facility X	Attendant Update Facility Permission Profile (allows update access to all records on specified forms.)	Facility X	This combination allows operator, Jane Doe, to update all records assigned to Facility X on the forms specified.
		View Operator Facility Permission (allows view access to records on the Operator form)	Global Facility Y Facility Z	This combination allows operator, Jane Doe, to view all operator records assigned to Facility Y, Facility Z, and the Global Facility.

Step 1. Defining facilities

1. From the **Configuration** menu, select **Facilities,** then the **Facilities** tab.
2. From the toolbar, click **Add** .
3. In the **Description** field, enter a unique text description. For example, **`Facility X`**.
4. From the toolbar, click **Save** .
5. Repeat *step 3* and *step 4* for Facility Y and Facility Z.
6. The Facility records look similar to the following:

Figure 41. Facility records

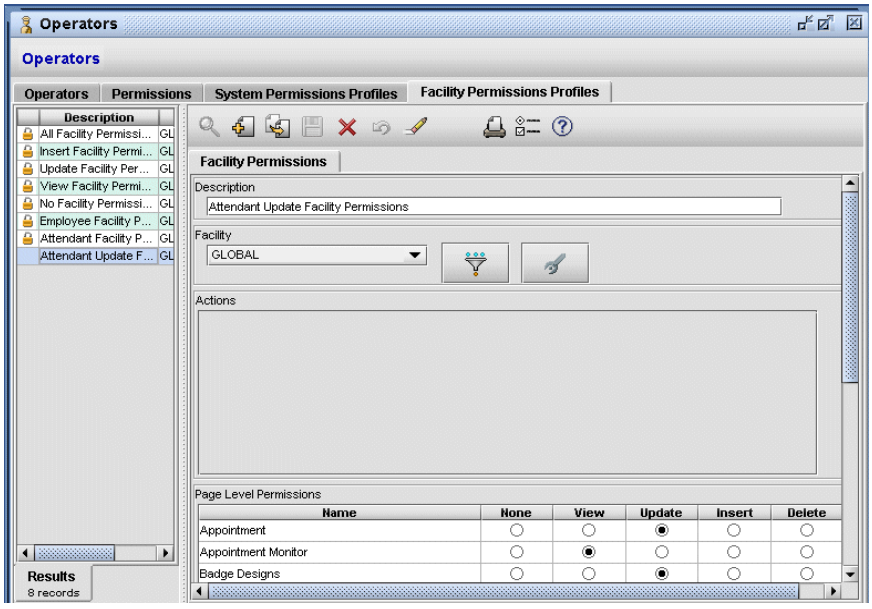


Step 2. Defining facility profiles

To create the Attendant Update facility profile:

1. From the **Control** menu, select **Operators,** then the **Facility Permission Profile** tab.
2. From the toolbar, click **Add** .
3. In the **Description** field, type: **`Attendant Update Facility Permissions`**
4. From the list of forms in the Page Level Permissions pane, select **Appointment** and click **Update**.
5. To set the desired Control Level permissions, click **Update** for all the fields you want the operator to be able to update. To select all fields in the column, double click the column header.
6. Repeat *step 4* and *step 5* for each form in the Page Level Permissions pane that you want to grant Update permission. To select all fields in the column, double click the column header.
7. From the toolbar, click **Save** . The Attendant Update Facility Permissions profile record looks similar to *Figure 42 on page 82*.

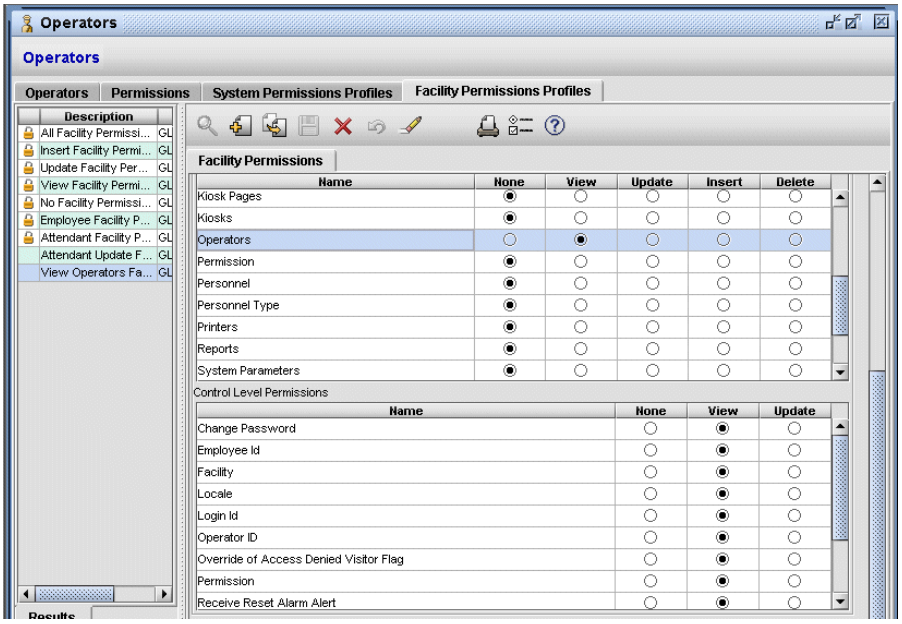
Figure 42. Attendant Update Facility Permissions profile record



To create the View Operators facility profile:

1. From the **Control** menu, select **Operators,** then the **Facility Permission Profile** tab.
2. From the toolbar, click **Add** .
3. In the **Description** field, type: **`View Operators Facility Permissions`**
4. From the list of forms in the Page Level Permissions pane, select **Operators** and click **View**.
5. To set the desired Control Level permissions, click **View** for all the fields you want the operator to be able to see. To select all fields in the column, double click the column header.
6. From the toolbar, click **Save** . The View Operators Facility Permissions profile record looks similar to the following:

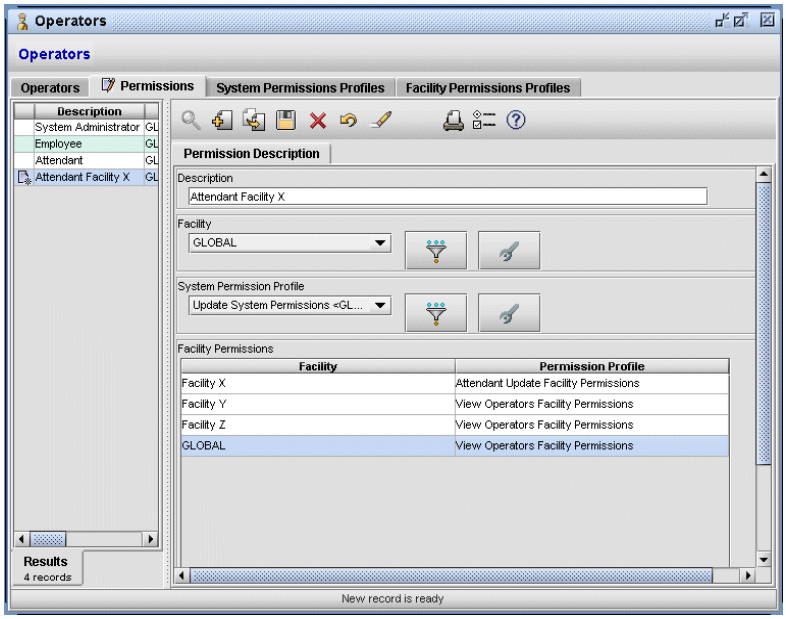
Figure 43. View Operators Facility Permissions profile record



Step 3. Defining permissions and assigning a facility profile

1. From the **Control** menu, select **Operators,** then the **Permissions** tab.
2. From the toolbar, click **Add** .
3. In the **Description** field, type: **`Attendant Facility X`**
4. Click **Facility** and select **Global**.
5. From the System Permission Profile drop-down list, select U**pdate System Permission**.
6. Under Facility Permissions, from the list of facilities, select **Facility X** and click in the adjacent Permission Profile cell. A list of the defined facility profile records displays.
7. From the list, select: **Attendant Update Facility Permissions**
8. Repeat *step 6* and *step 7*, substituting **Facility Y** in *step 6* and **View Operator** in *step 7*.
9. Repeat *step 6* and *step 7*, substituting **Facility Z** in *step 6* and **View Operator** in *step 7*.
10. Repeat *step 6* and *step 7*, substituting **Global** in *step 6* and **View Operator** in *step 7*.
11. From the toolbar, click **Save** . In the Facility Permissions pane, the Permission Profile column reflects the newly selected profile. In our example, the Attendant Facility X permission record now looks like this:

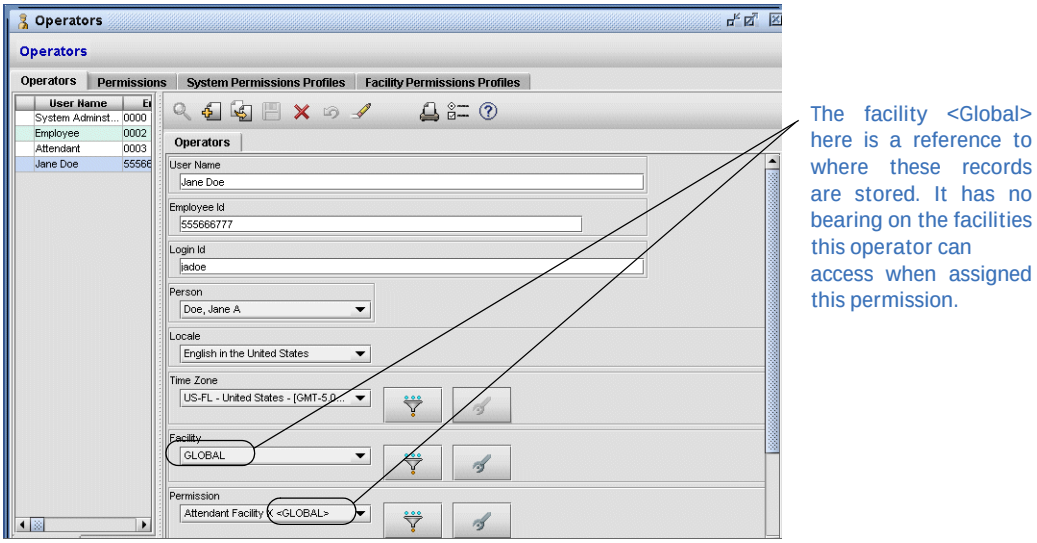
Figure 44. Attendant Facility X permission record



Step 4. Assigning the permission to an operator

1. From the **Control** menu, select **Operators,** then the **Operators** tab.
2. From the toolbar, click **Add** .
3. In the **User Name** field, enter **`Jane Doe`**
4. In the **Employee ID** field, enter the employee ID number **`555666777`**
5. In the **Login Id** field, enter the ID **`jadoe`**
6. Click **Person** and select the name, **`Doe, Jane A`**.
7. Click the **Locale** button and select **English in the United States.**
8. Click the **Time Zone** button and select the applicable time zone.
9. Click **Facility** and select from the drop-down list.
10. Click the **Permission** button and select the applicable permission as defined with a facility profile.
11. Click **Change Password** and set a password for this operator.
12. Click **Ok** to return to the **Operators** form.
13. From the toolbar, click **Save** .The operator, Jane Doe, had the permission of Attendant Facility X, which allows her to update all records assigned to Facility X and to view all operator records assigned to Facility Y, Facility Z, and the Global Facility. The form looks similar to the following:

Figure 45. Operator Record with permissions assigned



What's next?

Proceed to one of the following, depending on how you are using your Visitor Central system:

- *Chapter 5, Using Express Check-in module on page 87*
- *Chapter 6. Using Preregistration module on page 113*
- *Chapter 7, Using administrator's module on page 127*

Chapter 5 Using Express Check-in module

This chapter is intended as guidelines for an attendant when using an Express Kiosk workstation.

In this chapter:

Overview 88
Prerequisites 88
Calibrating the scanner 88
Configuring .xml files 89
.xml badge designs saved from Badge Designer 104
RGB values 107
Configuring a displayed document 107
Checking in 108
Banned visitors 110
Changing the badge status 110
Exiting the Express Kiosk module 111
What's next? 111

Overview

The material in this section has been prepared for persons responsible for, and familiar with checking in Visitors using an Express Kiosk. These Visitors do not have appointments.

Note: The sequence that is followed and the windows that display for Express Visitors are different from appointment-based Visitors.

Prerequisites

In order for a workstation to be an Express Check-in, the following prerequisites must be met:

1. Visitor Central Server software is installed and licensed. Refer to *Chapter 1, Installing Visitor Central on page 26.*
2. The Client installation is complete (with Typical or Custom installation selected and Express Kiosk selected). Refer to *"Installing Visitor Central client" on page 32*.
3. A camera driver is installed and the device is connected and recognized by JMF.
4. An approved scanning device is connected and calibrated for scanning. Refer to *Calibrating the scanner*.
5. Select the appropriate Signature Capture device as explained in Table 23.
6. Client records must be updated. Refer to *"Adding clients" on page 60*.
    - The computer name OR a static IP Address of the Express kiosk workstation must be updated in the Visitor Central application, Client form. The Visitor Central Server computer should also have a static IP address.
    - The Client Configuration File value is **`expressconfig.xml`**, or the corresponding .xml configuration file that you want assigned to this client. If the Client form is not updated, a statement displays when attempting to log on, informing the user that the workstation is not authorized for Express Kiosk.
    - Review and revise the configuration file **`expressconfig.xml`** as applicable for your system. Refer to *"Configuring .xml files" on page 89*.

Calibrating the scanner

Note: If the scanning device was connected at the time that you installed Visitor Central Client from CD, the scanner was automatically installed. Skip to step *5*.

1. Install and connect the drivers license scanner to the appropriate client, according to instructions received with the device.
2. Valid USB drivers for the scanner are installed on the appropriate client.
3. From the Start menu, select **`Programs\Visitor Central\VCScannerServiceController`** to open the VC Scanner Service Controller window.

Figure 46. VC Scanner Service Controller

4. OPTIONAL: Click **Lock Win Keys** if you want to lock function keys and special keys like Ctrl, Alt, and Shift. To exit the application, refer to *"Exiting the Express Kiosk module" on page 111*.

   Note: To unlock, click F2 and then enter letmeout in the WinKeyUnlock window.

5. Click **Start** to start the VC Scanner Service. This step is necessary only the first time that you use the scanner.
6. Click **Calibrate Scanner**.
7. A messages displays, requesting that you place the calibration card in the scanner and click **OK**.
   - **Scanshell 800:** Place the calibration sheet in the scanner, and then click **OK**.
   - **Scanshell 1000:** Close the scanner flap, which contains the calibration sheet, and then click **OK**.
8. Click **Start** to calibrate.

Configuring .xml files

We recommend the following order for configuring your Express Kiosk and .xml files:

1. Select a badge layout preference (Refer to *"Selecting a sample badge layout" on page 90*.)
2. Configure **`expressconfig.xml`** (Refer to *"Configuring expressconfig.xml file" on page 94*.)
3. Configure template **`layout.xml`** (Refer to *"Configuring layout .xml files" on page 94*.)
4. Configure **`prefs.xml`**

   Refer to the following:

   "Text values" on page 99
   "Printing values - pref .xml" on page 101
   "RGB values" on page 107

5. Configure a displayed document such as a non disclosure statement. (Refer to *"Configuring a displayed document" on page 107*).

Selecting a sample badge layout

We recommend that you review the samples and select one that meets the requirements for your chosen badge orientation. Minor edits may be required as a one-time adjustment to .xml elements.

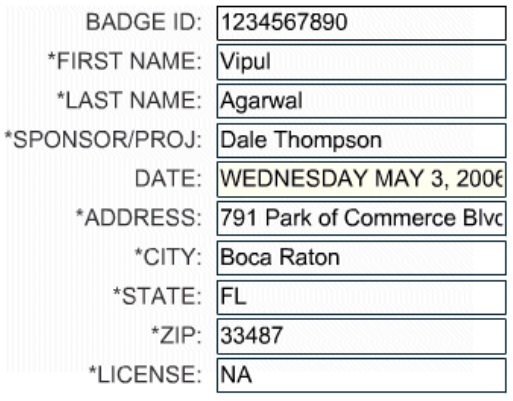
Each sample corresponds with a sample layout .xml file in the folder:

`Visitor Central Server\server\webapps\expresscheckin\BadgeRender\Layouts`

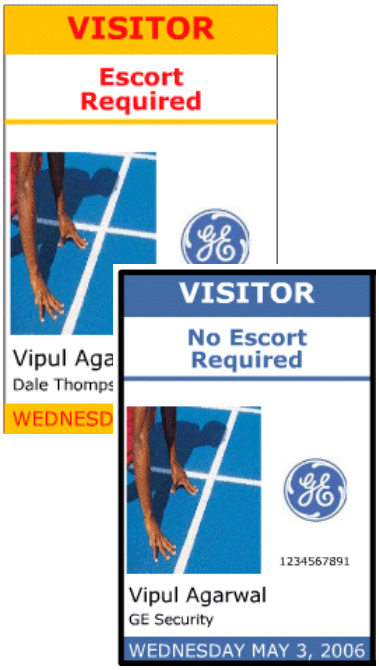
Note: Additional lines can be added to a badge by adding a line of text to the .xml file. An example might be a field for the visitor to enter personal property (that they are bringing into the building).

Sample GE badges

Note: Each sample corresponds with a sample layout .xml file in the *Layouts* folder.

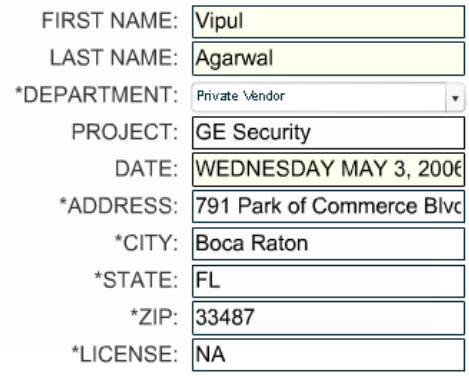


Note that the visitor screen looks like this.



Escort required

No escort required



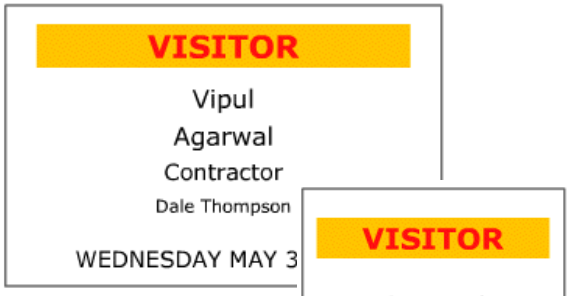
Temporary employee

Note: This layout has a drop-down selection on the visitor screen for the visitor to select a Department.

Badges with no logos

Note: Each sample corresponds with a sample layout .xml file in the *Layout/Templates/No Logo* folder.

No logo, no photo, horizontal



No logo, no photo, vertical

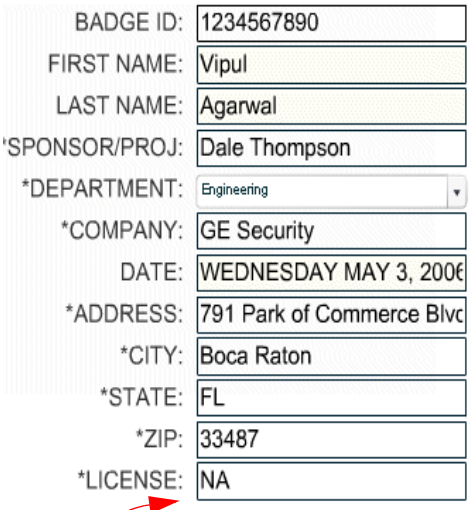
No logo, with photo, horizontal

No logo, with photo, vertical

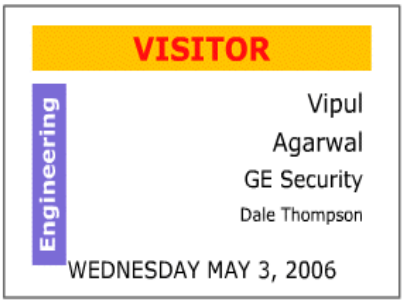
Badges with drop-down options

Note: Each sample corresponds with a sample layout .xml file in the *Layouts/Templates/Pull Down* folder.

Each of these layouts has a drop-down selection on the visitor screen for the visitor to select a Department.

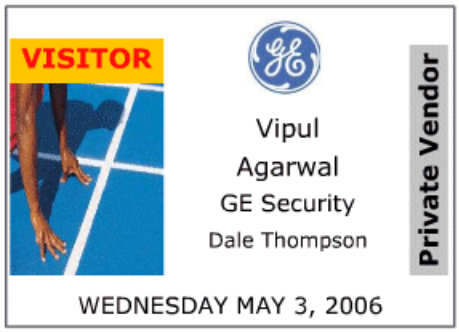


Note that the visitor screen looks like this.



Drop-down option for Department, with logo, no photo, horizontal

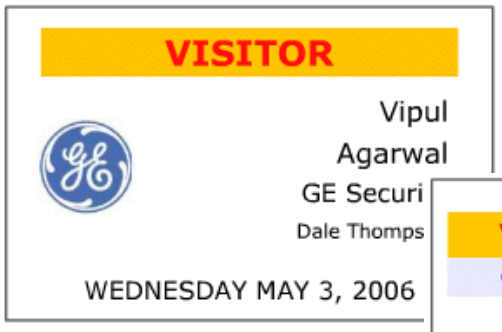
Drop-down option for Department, no logo, no photo, vertical



Drop-down option for Department, with logo, with photo, horizontal

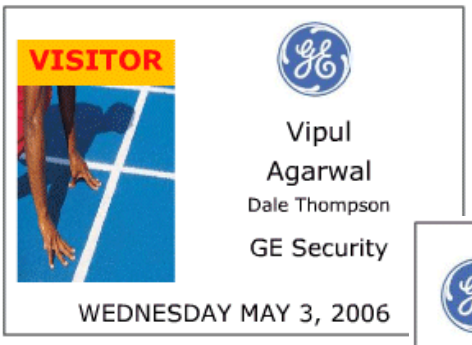
Badges with logos

Note: Each sample corresponds with a sample layout .xml file in the *Layouts/Templates/With Logo* folder.

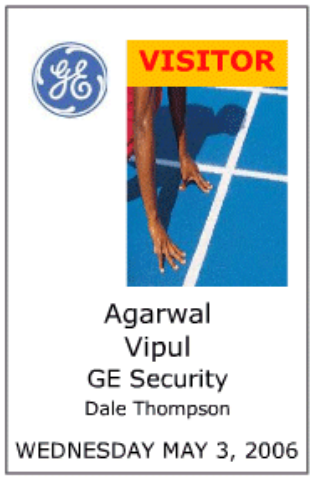


With logo, no photo, horizontal

With logo, no photo, vertical



With logo, with photo, horizontal



With logo, with photo, vertical

Configuring expressconfig.xml file

Visitor Central allows you to configure and revise the configuration file **expressconfig.xml** as applicable for your system. This configuration file for a default Express badge is located in the following folder on the Visitor Central Server computer:

<servername>\Visitor Central Server\server\webapps\expresscheckin\WEB-INF\Express

where **servername** is the name of the Visitor Central Server computer. You can also create your own badge design .xml file. A sample displays in *Figure 47*.

Figure 47. Sample expressconfig.xml

Related procedures

1. Navigate to your configuration file on the Visitor Central Server computer.
2. Displayed Document Page value = Create or revise visitor types for your Express Kiosk. Refer to the example in *Figure 47*.

Configuring layout .xml files

For your convenience, sample layout files installed with your application, and reside in the following folder of your Visitor Central application:

Visitor Central Server\server\webapps\expresscheckin\BadgeRender\Layouts

1. Review the graphical representations in *"Selecting a sample badge layout" on page 90*
2. Refer to *"Configuring .xml values" on page 99* for assistance in editing the .xml elements of your selected file, to your specifications.

3. To edit one of the badge design layout .xml files associated to your Express visitor badges, navigate to your source file, select, and double-click one of the badge design .xml files. Refer to *Figure 48*.

Figure 48. Sample layout - edit prompt for name is true

C:\Program Files\Visitor Central Server\server\webapps\expresscheckin\Ca
Go
Links
SupportCentral
forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana" font-size="18" font-
bold="false" font-italic="false" />
<field prompt="true" print="false" editable="true" editablebgcolor="fffff0" mandatory="true"
mandatorybgcolor="002233" prompt_code="FIRST NAME" db_bind="person.first_name"
id="first_name" x="0" y="125" width="122" height="30" alignment="right" rotation="0"
forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana" font-size="18" font-
bold="false" font-italic="false" />
<field prompt="true" print="true" computed_value="-[first_name]- -[last_name]-" editable="true"
editablebgcolor="fffff0" mandatory="true" mandatorybgcolor="002233" prompt_code="LAST NAME"
db_bind="person.last_name" id="last_name" x="5" y="275" width="220" height="25"
alignment="left" rotation="0" forecolor="000000" backcolor="ffffff" border="false" font-
face="Verdana" font-size="18" font-bold="false" font-italic="false" />
<field prompt="true" print="true" editable="true" editablebgcolor="fffff0" mandatory="true"
This is a sample badge design layout. Note that the first name and last name field prompts are “true.” An entry in this field displays in the information window after a scan and can be edited. If you want to change these fields so that a visitor is NOT able to edit their first and last name following a scan, open your badge design layout file in a text editor such as WordPad. Change the name field prompts to “false.”

4. Carefully, edit the layout .xml file as applicable.
   - Refer to *Table 33, .xml values on page 99* for assistance in assigning values.
   - A sample badge layout displays in *Figure 48, Sample layout - edit prompt for name is true*.
   - For assistance with RGB values, see *"RGB values" on page 107*.
   - Reset other values in your configuration file as associated with what you want displayed on the badge, such as the Retake Photo value if you want the visitor to have that option at the kiosk.
5. You can assign individual **`expressconfig.xml`** configurations to each Kiosk.
6. Exit the configuration file when you have configured the values appropriately for your Express Kiosk. There is no need to reboot your system or refresh your browser.

Sample commented .xml file

Working with .xml can be a daunting task if you are unfamiliar with .xml components and elements. The following three pages contains excerpts from the **`GE-EscortRequred.xml`** file, with comments added, to assist you in formatting and understanding the lines, contents, and reasons for specific lines of an .xml file.

Figure 49. Sample GE-EscortRequried.xml excerpts with comments

In this example, note paragraphs labeled 'Comment' for explanations of .xml elements.

```
<xml>
        <badge width="225" height="350" sides="2"></badge>


<!-- Comment :
            1. PLEASE REFER TO TABLE 33 in the USER MANUAL FOR MORE DETAILS ABOUT EACH
            ATTRIBUTE OF THE XML ELEMENT.
            2. ALL ATTRIBUTE VALUES IN AN XML ELEMENT MUST BE QUOTED, for example:
            prompt="false"
            3. To verify the application of a particular element (line) in a file, search for
            "prompt_code" attribute.
               Its value will show you its use.     -->

    <!--    "badge" is a key element that decides the overall size and sides of the badge.
            Based on the paper badge format, decide the values for attributes ( width, height
            & sides )
            The width and height values are in pixels. The sides indicates whether a badge
            prints on both sides, back and front.
             -->

    <!-- -->
    <textfields>

        <!-- Comment :  1. db_bind - Indicates the corresponding database field where the
        value is stored.
                    2. ONLY "ARIAL" AND "VERDANA" fonts can be rotated using the "rotation"
                    attribute
                    3. The attributes x="0", y="0" correspond to top left corner.
                    PLEASE ENSURE THAT the x , y values for any element are within the height
                    and width of the badge defined earlier  -->


        <field prompt="false" print="true" prompt_code="VISITOR TYPE" db_bind="user.1"
        id="visitor_type" x="0" y="0" width="225" height="40" alignment="center" rotation="0"
        forecolor="FF0F13" backcolor="FFC300" border="false" font-face="Verdana"
        font-size="25" font-bold="true" font-italic="false">VISITOR</field>

        <!-- For vertical alignment with similar background color, this particular element is
        used as a workaround -->

        <field prompt="false" print="true" wrap="true" x="0" y="93" width="225" height="4"
        alignment="center" rotation="0" forecolor="000000" backcolor="FFC300" border="false"
        font-face="Verdana" font-size="12" font-bold="false" font-italic="false"></field>

        <!-- Comment : For printing any element value in the badge, use "print" attribute
        equal to "true".
                If any of the elements are not required for your badge printing but you stil
                want to collect the data , please use the value "false". If the data itself
                is not needed, comment out or remove the element -->

```

In this example, note paragraphs labeled 'Comment' for explanations of .xml elements.

```
34
35          <field prompt="false" print="true" prompt_code="ESCORT" db_bind="user.2"
            id="visitor_security1" x="0" y="43" width="225" height="40" alignment="center"
            rotation="0" forecolor="FF0F13" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="20" font-bold="true" font-italic="false" wrap="true">Escort</field>
36          <field prompt="false" print="true" prompt_code="ESCORT" db_bind="user.3"
            id="visitor_security2" x="0" y="63" width="225" height="60" alignment="center"
            rotation="0" forecolor="FF0F13" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="20" font-bold="true" font-italic="false" wrap="true">Required</field>
37
38          <!-- Comment :
39              1. The "password" attribute allows you to mask the badge ID displayed on the
                screen.
40                 It will be similar to the display of dots when password is entered.
41              2. The "mandatory" attribute allows you to make a particular data compulsory or
                otherwise.
42              3. The attribute "editable" equal to "true" allows you to edit the entered data.
43                 If it is "false", the data will be 'read only.'  -->
44
45
46          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"

            mandatory="false" mandatorybgcolor="002233" prompt_code="BADGE ID" db_bind="bid"
            id="bid" password="false" x="123" y="250" width="100" height="25" alignment="center"
            rotation="0" forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="18" font-bold="false" font-italic="false"></field>
47          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="FIRST NAME"
            db_bind="person.first_name" id="first_name" x="0" y="125" width="122" height="30"
            alignment="right" rotation="0" forecolor="000000" backcolor="ffffff" border="false"
            font-face="Verdana" font-size="18" font-bold="false" font-italic="false"></field>
48          <field prompt="true" print="true" computed_value="~[first_name]- -[last_name]-"
            editable="true" editablebgcolor="fffff0" mandatory="true" mandatorybgcolor="002233"
            prompt_code="LAST NAME" db_bind="person.last_name" id="last_name" x="5" y="275"
            width="220" height="25" alignment="left" rotation="0" forecolor="000000"
            backcolor="ffffff" border="false" font-face="Verdana" font-size="18" font-bold="false"
            font-italic="false"></field>
49          <field prompt="true" print="true" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="SPONSOR/PROJ" db_bind="user.4"
            id="project" x="5" y="300" width="220" height="25" alignment="left" rotation="0"
            forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="13" font-bold="false" font-italic="false"></field>
50
51          <!-- Comment : The "format" attribute allows you to customize the date display format
            on the badge.  -->
52
53
54          <field prompt="true" print="true" type="date" editable="false"
            editablebgcolor="fffff0" mandatory="true" mandatorybgcolor="002233" prompt_code="DATE"
            format="EEEE MMM d, yyyy" db_bind="user.5" id="datein" x="0" y="326" width="225"
            height="25" alignment="center" rotation="0" forecolor="FF0F13" backcolor="FFC300"
            border="false" font-face="Verdana" font-size="18" font-bold="false"
            font-italic="false"></field>
55          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="ADDRESS"
            db_bind="person.address1" id="address" x="155" y="75" width="170" height="35"
            alignment="center" rotation="0" forecolor="000000" backcolor="ffffff" border="false"
            font-face="Verdana" font-size="32" font-bold="false" font-italic="false"></field>
```

In this example, note paragraphs labeled 'Comment' for explanations of .xml elements.

```
56          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="CITY"
            db_bind="person.address2" id="city" x="155" y="125" width="170" height="35"
            alignment="center" rotation="0" forecolor="000000" backcolor="ffffff" border="false"
            font-face="Verdana" font-size="16" font-bold="false" font-italic="false"></field>

57          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="STATE"
            db_bind="person.address3" id="state" x="155" y="75" width="170" height="35"
            alignment="center" rotation="0" forecolor="000000" backcolor="ffffff" border="false"
            font-face="Verdana" font-size="32" font-bold="false" font-italic="false"></field>
58          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="ZIP" db_bind="person.address4"
            id="zip" x="155" y="75" width="170" height="35" alignment="center" rotation="0"
            forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="32" font-bold="false" font-italic="false"></field>
59          <field prompt="true" print="false" editable="true" editablebgcolor="fffff0"
            mandatory="true" mandatorybgcolor="002233" prompt_code="LICENSE" db_bind="user.6"
            id="license" x="155" y="150" width="170" height="30" alignment="center" rotation="0"
            forecolor="000000" backcolor="ffffff" border="false" font-face="Verdana"
            font-size="24" font-bold="false" font-italic="false"></field>
60      </textfields>
61
62      <!-- Comment : The "photfield" element is used if the visitor's photo needs to be
        displayed on the badge.
63                  Choose the location accordingly.
64                  IN CASE YOU DON'T WANT TO PRINT A PHOTO ON THE BADGE, COMMENT OUT THIS ELEMENT.
65                      IMPORTANT !!! Commenting or removing this element also forces a skip "Take
                        Photo" on the UI from the check-in flow -->
66
67
68      <photofield x="5" y="120" scale="70" rotation="0" imageWidth="120"
        imageHeight="150"></photofield>
69

70      <!-- Comment : The image tag is used to display the logo on the badge    -->
71
72
73      <images>
74          <image file="GE_smaller.jpg" x="143" y="165" width="60" height="60" />
75      </images>
76
77      <barcode print="true" type="3of9c" x="312" y="250" bar_width="1" bar_height="40"
        rotation="270" show_text="true" font_face="Arial" font_size="20"></barcode>
78  </xml>
```

Configuring .xml values

Text values

This table assists in assigning text values in a badge layout .xml file:

Table 33. .xml values

Field types	Element	Description
text fields	field type	type = user can enter data select = produces a pull down list from which user makes a selection
	options	if field type = select, then option values are entered so that elements are added to the drop-down list: • option value = name of element, such as *Contractor* • default = true or false - if true, then this element is selected by default in the drop-down list • backgroundColor = background color in RGB value format • foregroundColor = color of the text in RGB value format
	field prompt	true = this field displays an editable prompt false = an entry in this field displays but cannot be edited, such as visitor type (Visitor, Contractor, Employee)
	print	true = this information prints on the badge false = this information is not printed on the badge but stores in the Visitor Central database
	prompt_code	user is required to complete the field by making a selection
database fields	db_bind	data is retrieved from the Visitor Central database for any of the following: bid = badge ID number Example: In the *GE-EscortRequired.xml* layout file example, locate the ag where db_bind=”bid” Add one more element *bid=”10”* to auto generate a 10-digit badge ID. A maximum of 20 digits can be generated. Any number greater than 20 is ignored and a 20-digit badge ID is generated. user.*x* = any one of several user fields where *x* = the slot number of the user field such as *user.1*, *user. 2*, . . . person.*field name* = where *field name* is the name of the field in the person table, such as *person.first_name*

Table 33. .xml values (continued)

Field types	Element	Description
expressconfig	express-setup express-password ACS values	visitor type = note examples in *Figure 47* template = note examples in *Figure 47* express_password value = default is **`letmeout`** NameSensitivity value = this is a slide value between 1 and 4, where 1 is 'similar to' and 4 is 'closest match' ACS_Type value = determines whether this integrates with access control system • Refer to entries as listed in *"Used with Express Kiosks" on page 207*. • If access control is not being integrated, the statement reads "noACS".) ACS_Facility value = facility designation assigned to this kiosk ACS_Permission value = the value number of permission as listed in the SQL permission table or -99 which is the default for no access control system permission • Obtain value from Reports using the query: "SELECT acs_id, description FROM available_access_right_category" • If you can access the database, obtain value from the Visitor Central table: available_access_right_category in column acs_id ACS_Duration value = a number between 1 and 24 as the number of hours after which this badge expires Retake_Photo value = yes or no; determines whether visitor is allowed to retake their photo Displayed Document Page value = determines whether a document displays when visitor logs in at kiosk
	id	license id fields that bind the field to the license scanner when bringing data into the Visitor Central system such as: license = drivers license number (this number must be unique) full_name = the name from the license such as John Smith first_name last_name address city state zip county date_of_birth issue_date expiration_date eye_color hair_color height sex weight

Table 33. .xml values (continued)

Field types	Element	Description
auto generate BID	db_bind	data is retrieved from the Visitor Central database for any of the following: bid = badge ID number Example: In the *GE-EscortRequired.xml* layout file example, locate the ag where db_bind="bid" Add one more element *bid="10"* to auto generate a 10-digit badge ID. A maximum of 20 digits can be generated. Any number greater than 20 is ignored and a 20-digit badge ID is generated. user.*x* = any one of several user fields where *x* = the slot number of the user field such as *user.1*, *user. 2*, . . . person.*field name* = where *field name* is the name of the field in the person table, such as *person.first_name*

Printing values - pref .xml

1. To adjust the printer layout attributes, navigate to **`prefs.xml`** in the following folder:

`Visitor Central Server\server\webapps\expresscheckin\BadgeRender\Config`

   Refer to *Table 34, .xml values* for assistance in assigning values.

2. Different printers can be connected individually to different Express Kiosks and configured in **`prefs.xml`** by specifying the IP address of the client computer.

This table assists in assigning printing layout values in a badge .xml file.

Table 34. .xml values

Field types	Element	Description
print setup	badge width	width in pixels, 100 pixels per inch
	height	height in pixels, 100 pixels per inch
	sides	1 = one-sided badge print 2 = two-sided badge print
	x	where printing starts to the left
	y	where printing starts from the top
	width	width in pixels, 100 pixels per inch, left to right
	height	height in pixels, 100 pixels per inch, top to bottom
	alignment	alignment of the text in the field - enter left, right, or center
	rotation	in degrees, such as "90" degrees rotates the text to a 90-degree angle Note: Only Arial and Verdana fonts can be rotated.
	forecolor	enter an RGB value such as 000000 = black
	backcolor	enter an RGB value such as FFFFFF = white

Table 34. .xml values (continued)

Field types	Element	Description
	border	draws a one-pixel border around the field true = yes false = no
	font-face	any font name can be entered - if you experience a problem, try a different font Note: Only Arial and Verdana fonts can be rotated.
	font-size	enter the font in point size
	font-bold	true = yes false = no
	font-italic	true = yes false = no
	wrap	allows the text to wrap to a second line true = yes false = no
	editable	allows the user to edit the text field true = yes false = no
	editablebccolor	allows the user to edit the background color true = yes false = no
	mandatory	true = yes, an entry is mandatory and editable false = no, it is not mandatory and the entry is editable
	mandatorybgcolor	if mandatory is set to true, then the text field border is set with this color
	computed_value	a concatenated field displays on the badge, such as " -[first_name]- -[last_name]"
	date	Java format such as MMM D, YYYY or MMM DD, YYYY where M = month, D = date, and Y = year
photo fields	x	where printing starts to the left
	y	where printing starts from the top
	scale	% of 100 such as 80%
	rotation	in degrees such as "90" degrees rotates the badge to a 90-degree angle.
	imageWidth	width in pixels, 100 pixels per inch
images	image file	This entry is a graphic selection that is stored in your graphics folder: **`Visitor Central Server\server\webapps\expresscheckin\BadgeRender\graphics`** Note: Use only .jpg graphics.

Table 34. .xml values (continued)

Field types	Element	Description
	x	where printing starts to the left
	y	where printing starts from the top
	width	width in pixels, 100 pixels per inch
	height	height in pixels, 100 pixels per inch
shapes	shape type	rectangle is the default and only entry allowed
	x	where printing starts to the left
	y	where printing starts from the top
	width	width in pixels, 100 pixels per inch
	height	height in pixels, 100 pixels per inch
	thickness	thickness =
	strokeColor	enter an RGB value such as 000000 = black
prefs	station ip	one of the following: • ip address of current workstation - the system adjusts the output based on the preferences associated with that individual IP address • the word 'default' entered in lower case letters if an individual IP address cannot be found in the prefs.xml configuration file
	width	% of 100 such as 80%
	height	% of 100 such as 80%
	top	enter number in pixels, 100 pixels per inch
	left	enter number in pixels, 100 pixels per inch
	rotation	in degrees such as "90" degrees rotates the text to a 90-degree angle Note: Only Arial and Verdana fonts can be rotated.

.xml badge designs saved from Badge Designer

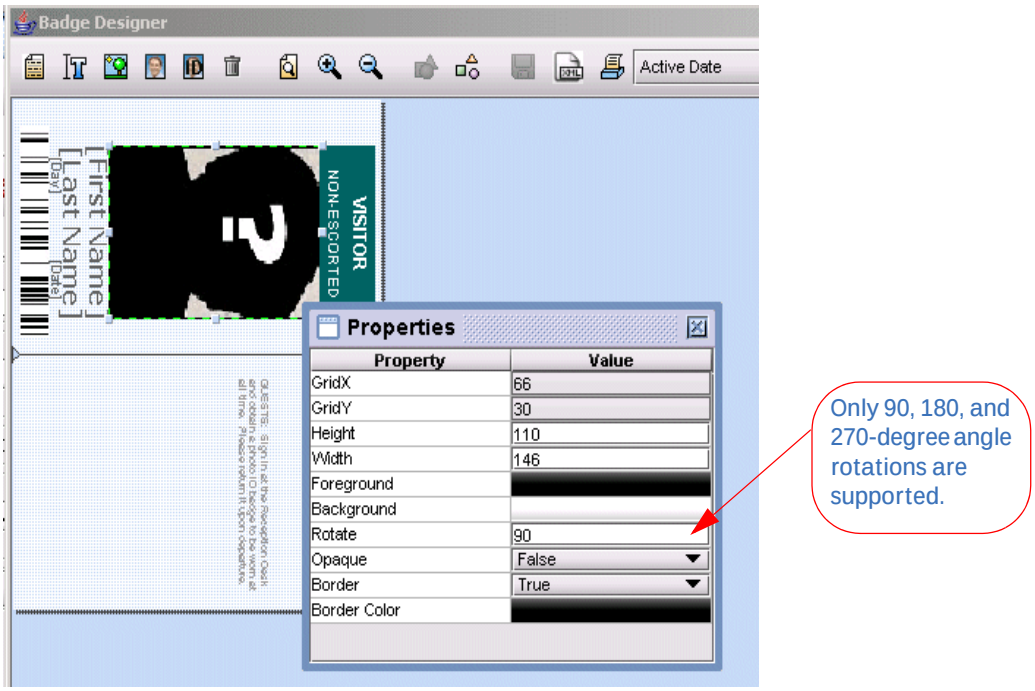
This section is listed as an alternative method of creating a badge design.

Your Visitor Central system administrator may have created a badge design in the Enterprise Visitor Central module that can be saved as an .xml file. This file can be configured and used in your Express Check-in. We recommend using predefined badge formats when designing badges.

1. Log in to the Enterprise Visitor Central module. Create a new Badge Design records. Click **Save**.
2. Click **Open Badge Designer**. Create aa Create a badge design using the Badge Designer application. (For information about the Badge Designer and creating a badge in the Badge Designer module, refer to *"Creating badge designs" on page 162*.)
3. Following the creation of a badge design in the Badge Designer module, click **Save**. The file saves to the database Server computer.
4. The **Save to XML** icon is now enabled and this badge design can also be saved to the local computer as an .xml file. Click **Save to XML**.

Note: This feature does not support rotation of an image for angles other than 90, 180, and 270 degrees. If any other angle is given, it is interpreted as zero degree. The degree of rotation displays in the properties when you select and right-click the image in the badge designer as in *Figure 50*.

Figure 50. Badge designer image properties

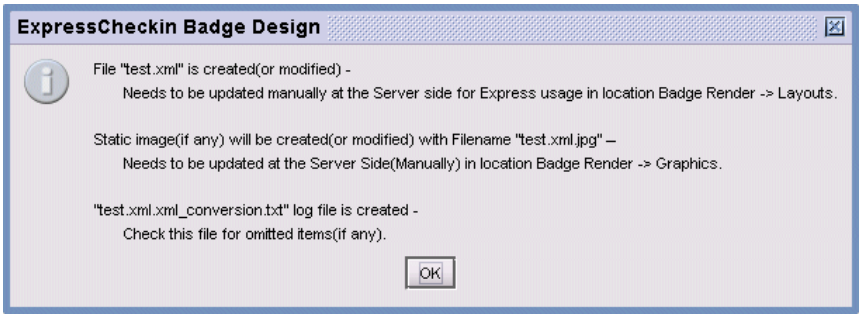


5. A Save window opens. Navigate to the location where the .xml file is to be saved.
6. Name the file, for example **`escort.xml`**. Click **Save**.

With a minimum amount of adjustments to the .xml file, this badge design can be adjusted and used as a badge design for an Express Kiosk. At this point, this badge design is saved on the local computer only.

7. A dialog box displays as in *Figure 51* with information regarding use of this file in your Express module.

Figure 51. Save as dialog


ExpressCheckin Badge Design
File "test.xml" is created(or modified) -
Needs to be updated manually at the Server side for Express usage in location Badge Render -> Layouts.
Static image(if any) will be created(or modified) with Filename "test.xml.jpg" –
Needs to be updated at the Server Side(Manually) in location Badge Render -> Graphics.
"test.xml.xml_conversion.txt" log file is created -
Check this file for omitted items(if any).
OK

8. Click **OK**. At this point, the file is saved.

   Note: A log file with the badge design name is created in the folder where you saved your .xml badge design. Features of your badge design that may not have saved or are not supported are listed here. We recommend that you review the log file entries.

9. Since the .xml file saves to the local computer, the design must be copied to the database Server at this location:

   `Visitor Central Server\server\webapps\expresscheckin\BadgeRender\Layouts`

10. This badge design .xml file can now be referenced in the **`Expressconfig.xml`** file, like those badge design .xml files referenced in *Figure 47 on page 94*.

11. The result is that an Express Check-in badge and a badge produced in the Administrator's module are the same layout.

Implementing bar codes in express badges

Your Visitor Central system administrator may have created a badge design in the Enterprise Visitor Central module that contains a bar code and that can be saved as an .xml file. This file can be configured and used in your Express Check-in.

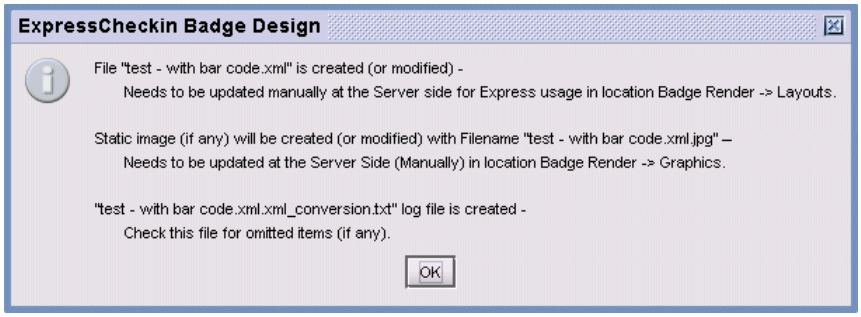
1. Log into the Enterprise Visitor Central module.
2. Create a Badge Design record. We recommend that the description of this record read similar to this: **`Visitor Escorted - bar code`**.
3. From the **Badge Format** drop-down list of the Badge Design form, select any one of the bar code formats to include in this Badge Design record.

   Note: If you select Undefined, no bar code is visible and no bar code prints on the visitor badge.

4. Click **Save**.

5. Click **Open Badge Designer** and create a badge that incorporates a bar code. (For information about the Badge Designer and creating a badge in the Badge Designer module, refer to *"Creating badge designs" on page 162*.)
6. Click **Save**. The file saves to the database Server computer.
7. The **Save to XML** icon is now enabled and this badge design can also be saved to the local computer as an .xml file. Click **Save to XML**. When saving the badge design that includes the bar code, we recommend that you name the file as **`barcode.xml`** for effortless recognition when filed in your **`Layouts`** folder.
8. A dialog box displays as in *Figure 52* with information regarding use of this file in your Express module.

Figure 52. Save as dialog


ExpressCheckin Badge Design
File "test - with bar code.xml" is created (or modified) -
Needs to be updated manually at the Server side for Express usage in location Badge Render -> Layouts.
Static image (if any) will be created (or modified) with Filename "test - with bar code.xml.jpg" –
Needs to be updated at the Server Side (Manually) in location Badge Render -> Graphics.
"test - with bar code.xml.xml_conversion.txt" log file is created -
Check this file for omitted items (if any).
OK

9. Click **OK**. At this point, the file is saved.

   Note: A log file with the badge design name is created in the folder where you saved your .xml badge design. Features of your badge design that may not have saved or are not supported are listed here. We recommend that you review the log file entries.

10. Since the **`barcode.xml`** file saves to the local computer, the design must be copied to the database Server at this location:

    `Visitor Central Server\server\webapps\expresscheckin\BadgeRender\Layouts`

11. This badge design **`barcode.xml`** file can now be referenced in the **`Expressconfig.xml`** file, like those badge design .xml files referenced in *Figure 47 on page 94*.
12. The result is that the Express Check-in now supports printing with bar codes that can be read by a bar code reader.

RGB values

This is an abbreviated list of RGB hexadecimal values that can be used in creating badge designs:

Figure 53. RGB values

HTML 3.2 Colors		
Name		RGB value "# "
Aqua		00FFFF
Black		000000
Blue		0000FF
Fuchsia		FF00FF
Gray		808080
Green		008000
Lime		00FF00
Maroon		800000
Navy		000080
Olive		808000
Purple		800080
Red		FF0000
Silver		C0C0C0
White		FFFFFF
Teal		008080
Yellow		FFFF00

For additional assistance with RGB values, you may want to consult the following Web site:

http://msdn.microsoft.com/library/default.asp?url=/workshop/author/dhtml/reference/colors/colors.asp

Configuring a displayed document

If you choose to display a document or statement such as a non disclosure statement on the monitor before a visitor checks in, create from the Configuration menu, Parameters form, Displayed Document tab. Refer to *"Configuring a Displayed Document" on page 158*.

Checking in

Entering data manually

Note: Enabled fields and how they display can be configured using the .xml configuration files. Refer to *"Configuring .xml files" on page 89*.

1. At the main check-in window, enter a first name and last name, as well as a Visitor Type from the drop-down list. This determines the style of badge that prints. Click **Next**.
2. One of the following scenarios occurs:
   - If you are a first-time visitor or no match is found in the Visitor Central personnel records, the system assumes you are a first-time visitor. The 'Take Photo' window displays. After centering your image in the window, click **Take Photo**.
   - If multiple matches are found in the Visitor Central system, the matching records are displayed with a button **No Match Found**. If one of the preliminary images is acceptable, select and continue, or click **Retake Photo** to retake. If you retake, select an acceptable image to display a Visitor Details and Dynamic Badge Preview window.
   - If multiple matches are found and any one of those matches an existing record in the Banned visitor database, then a page is displayed prompting for an attendant password. The default password for the attendant is **`letmeout`**. If successful credentials are entered by the attendant, the complete Visitor List is displayed. If there is no Banned Visitor in the multiple matches, the visitor information is displayed.
   - If a photo displays and it is not your photo, see the system attendant.
   - If no camera is connected, a message displays, informing you that a capture device is not found or not connected properly. See the system attendant.
   - If you are not authorized to check in, a message displays on the window to contact a local attendant.
   - If your photo is taken, select one of the preliminary images, or click **Retake Photo** to retake. If you retake, select an acceptable image to display a Visitor Details and Dynamic Badge Preview window.
3. Complete all fields. Verify that all mandatory fields are complete.
4. Review the sample badge displayed and if acceptable, click **Next**. If a mandatory field has not been completed, a message displays, informing the user to complete all mandatory fields.
5. The badge is printed to the Visitor Central default printer and the Preview window closes. The Express Kiosk main window displays.

Note: For faster printing, we recommend that the printer be directly connected to your workstation.

Using the scanner

Note: Enabled fields and how they display can be configured using the .xml configuration files. Refer to *"Configuring .xml files" on page 89*.

1. You have the option of scanning a drivers license using a supported scanner attached to the Visitor Central workstation.
2. Scan the document.
   - **Scanshell 800 (driver license only):** Place the license face down, top first, to the right side of the scanner.
   - **Scanshell 1000 (driver license and passport):** Place the document face down, on the top right corner of the glass.
   - When scanning is complete, a window opens with your first name and last name already entered.

   Note: Inconsistent scanning errors may display such as spelling errors or incomplete photographs. Verify all information carefully.

   - Although your picture is retrieved from the scan, you have the option of retaking a photo. Click **Retake Photo** to retake. Select an acceptable image.
3. Select a Visitor Type, and then click **Next**.
   - If you are a first-time visitor or no match is found in the system, Visitor Central assumes you are a first-time visitor. The 'Take Photo' window displays. After centering your image in the window, click **Take Photo**.
   - If multiple matches are found in the Visitor Central system, the matching records are displayed with a button **No Match Found**. If one of the preliminary images is acceptable, select and continue, or click **Retake Photo** to retake. If you retake, select an acceptable image to display a Visitor Details and Dynamic Badge Preview window.
   - If multiple matches are found and any one of those matches an existing record in the Banned visitor database, then a page is displayed prompting for an attendant password. The default password for the attendant is **`letmeout`**. If successful credentials are entered by the attendant, the complete Visitor List is displayed. If there is no Banned Visitor in the multiple matches, the visitor information is displayed.
   - If a match is found, a Visitor Details and Dynamic Badge Preview window displays the retrieved information.Verify the information and click **Next**.
   - If your photo is taken, select one of the preliminary images, or click **Retake Photo** to retake. If you retake, select an acceptable image to display a Visitor Details and Dynamic Badge Preview window.
   - If no camera is connected, a message displays, informing you that a capture device is not found or not connected properly. See the system attendant.
4. The badge is printed to the Visitor Central default printer and the Preview window closes. The Express kiosk main window displays.

   Note: For faster printing, we recommend that the printer be directly connected to your workstation.

Banned visitors

Some visitors may be denied entry to the facility.

1. The visitor may have a Banned Reason assigned to an existing record.The associated Banned Reason to this record is assigned on the Personal form. Entries display in the Reason drop-down list on the Personnel form, Banned Reasons tab. Refer to *“Defining banned reasons” on page 137*.
2. When attempting to check in, a window displays stating that the visitor that is attempting to log on, is not authorized to check in. They are to contact a local attendant.
3. The attendant enters a password and clicks **Next**. (The default password is **`letmeout`**.)
4. A window displays an image of the visitor. The attendant compares the image.
   - Multiple images may display, based on the defined first name, last name sensitivity value in the .xml file. Refer to **`expressconfig`** in *Table 33 on page 99*.
   - If the image is a match, click the image to display an information window. Compare and complete any missing or incorrect data. If this visitor can be allowed to check in, press **Next** to create a badge.
   - If the image is a match, a mouse rollover on the **ON WATCH LIST** verbiage displays the reason this visitor is banned. The attendant clicks **Deny Checkin**. Your company should have a procedure in place for the attendant to follow when managing banned and denied visitors.
   - If the image is not a match, the attendant clicks **No Match Found**. The ‘Take Photo’ window displays. After centering your image in the window, click **Take Photo**. A badge is printed and the visitor is allowed entrance.

   Note: For faster printing, we recommend that the printer be directly connected to your workstation.
5. The Express kiosk main window displays.

Changing the banned reason

Note: Refer to *"Defining banned reasons" on page 137* for additional information regarding defining banned reasons.

1. The attendant has the option to edit or change the banned reason associated with this visitor.
2. The attendant requests a report of checked in visitors for the day, on the Preregistration window.
3. When the report displays, an image of the banned visitor displays with an option to **Edit Banned Options** enabled. Click to display the Edit Banned Reasons List For Visitor window.
4. Select from the list of Banned Reasons and click **Update User Information**.
5. Close the window and continue.

Changing the badge status

This feature requires logging into the Preregistration module, and allows the user to change the status of a badge from Checked In to Checked Out. The badge must have been acquired at an Express Kiosk, for a visitor that did not have an appointment. A BID number must be assigned.

Refer to*"Express status changer" on page 118*.

Exiting the Express Kiosk module

To close and exit the Express kiosk module, press ALT + F4. You are returned to the workstation desktop.

Note: If your computer is locked, press F2. When prompted, type the default password **`letmeout`**. This Express kiosk password is configurable and can be changed in the **`VCScannerServerController.exe.config`** file.

What's next?

Refer to *Chapter 6. Using Preregistration module on page 113*.

Chapter 6 Using Preregistration module

This chapter includes instructions for quickly and easily preregistering visitors for their appointments. Anyone that makes appointments or preregisters visitors should read this section.

In this chapter:

Introduction 114
Appointment checklist 114
Logging on to Preregistration 114
Update profile 117
Express status changer 118
Generating an Express report 118
Viewing the appointment list 119
Identifying the host making the appointment 122
Adding a visitor to an appointment 124
What's next? 126

Introduction

Visitor Central allows employees to preregister visitors. Preregistration windows are meant to create, modify, and delete the appointments by a host, attendant, and administrator, based on their permissions. You may want to review the following sections before you begin:

- *"Defining roles" on page 139* includes information regarding defining roles
- *"Appointment checklist" on page 114* includes steps to make an appointment, check in a visitor, and print their badge.

Appointment checklist

Use this checklist to create an appointment and preregister a visitor.

Table 35. Preregistration checklist

Appointment checklist	
✔	Log on by clicking Preregistration on the Visitor Central Webtop.
✔	Create, modify, or delete appointments.
✔	After saving the appointment, add visitors to the appointment.

Logging on to Preregistration

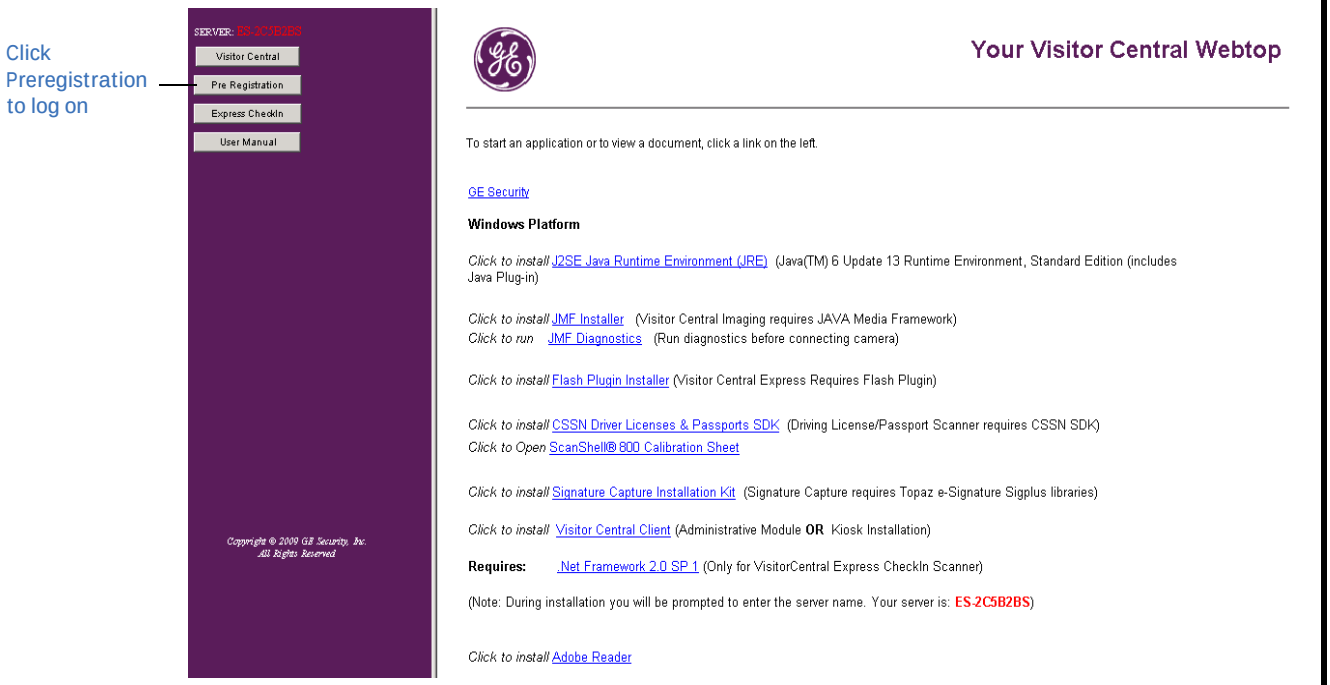
Logging on/off

1. On the desktop, open a browser that has a Java plug-in, for example, Internet Explorer.
2. Enter this URL to launch the Visitor Central Webtop home page:

   `http://hostname:8080/vcserver`

   where **`hostname`** equals the name of the computer that is hosting the Visitor Central application.
3. Click **Preregistration** in the upper left corner of the screen, as in *Figure 54 on page 115.*

Figure 54. Visitor Central Webtop home page


Click Preregistration to log on
SERVER: ES-2C5B2BS
Visitor Central
Pre Registration
Express CheckIn
User Manual
Copyright © 2009 GE Security, Inc. All Rights Reserved.
Your Visitor Central Webtop
To start an application or to view a document, click a link on the left.
GE Security
Windows Platform
Click to install J2SE Java Runtime Environment (JRE) (Java(TM) 6 Update 13 Runtime Environment, Standard Edition (includes Java Plug-in)
Click to install JMF Installer (Visitor Central Imaging requires JAVA Media Framework)
Click to run JMF Diagnostics (Run diagnostics before connecting camera)
Click to install Flash Plugin Installer (Visitor Central Express Requires Flash Plugin)
Click to install CSSN Driver Licenses & Passports SDK (Driving License/Passport Scanner requires CSSN SDK)
Click to Open ScanShell® 800 Calibration Sheet
Click to install Signature Capture Installation Kit (Signature Capture requires Topaz e-Signature Sigplus libraries)
Click to install Visitor Central Client (Administrative Module OR Kiosk Installation)
Requires: .Net Framework 2.0 SP 1 (Only for VisitorCentral Express CheckIn Scanner)
(Note: During installation you will be prompted to enter the server name. Your server is: ES-2C5B2BS)
Click to install Adobe Reader

4. When the login window displays, enter a valid User Name and Password.

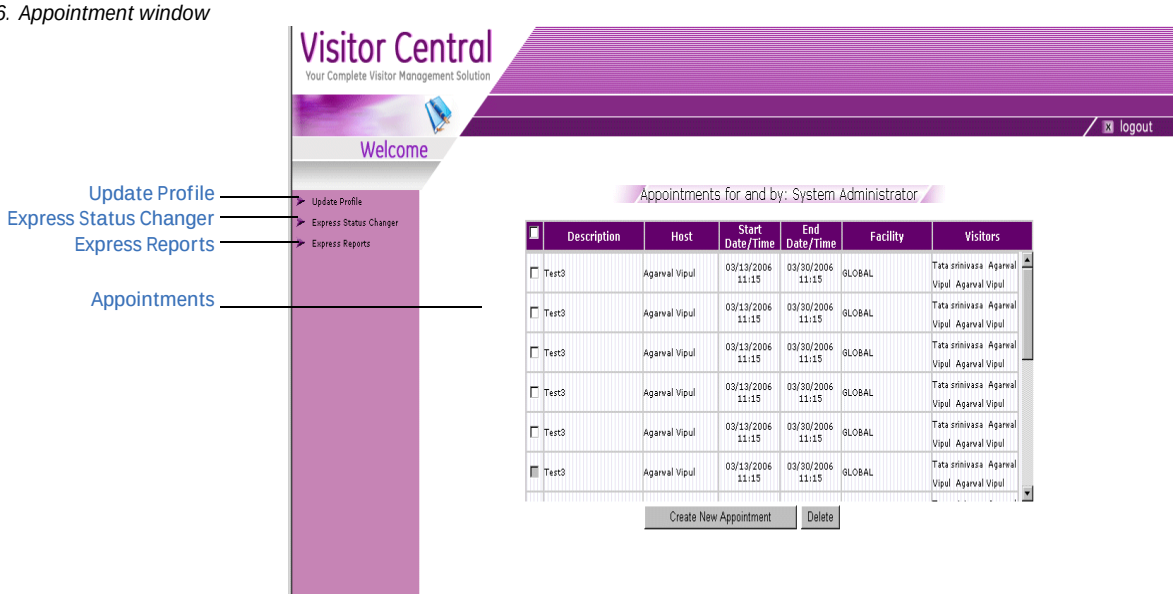
Figure 55. Preregistration login window

5. The first time you log on, you must use the name assigned by the system administrator. The default value is case sensitive and assigned during installation.

Note: A user *install*, with password *install*, is automatically set up during installation to be used by the System Administrator to configure the system. To ensure the integrity of your system, we recommend that the System Administrator change this password after the initial configuration.

6. Click **Login**. The Visitor Central Appointments window launches in the browser window as in *Figure 56 on page 116*.

Figure 56. Appointment window



Fields and controls

The following list of fields display.

Table 36. Appointment window

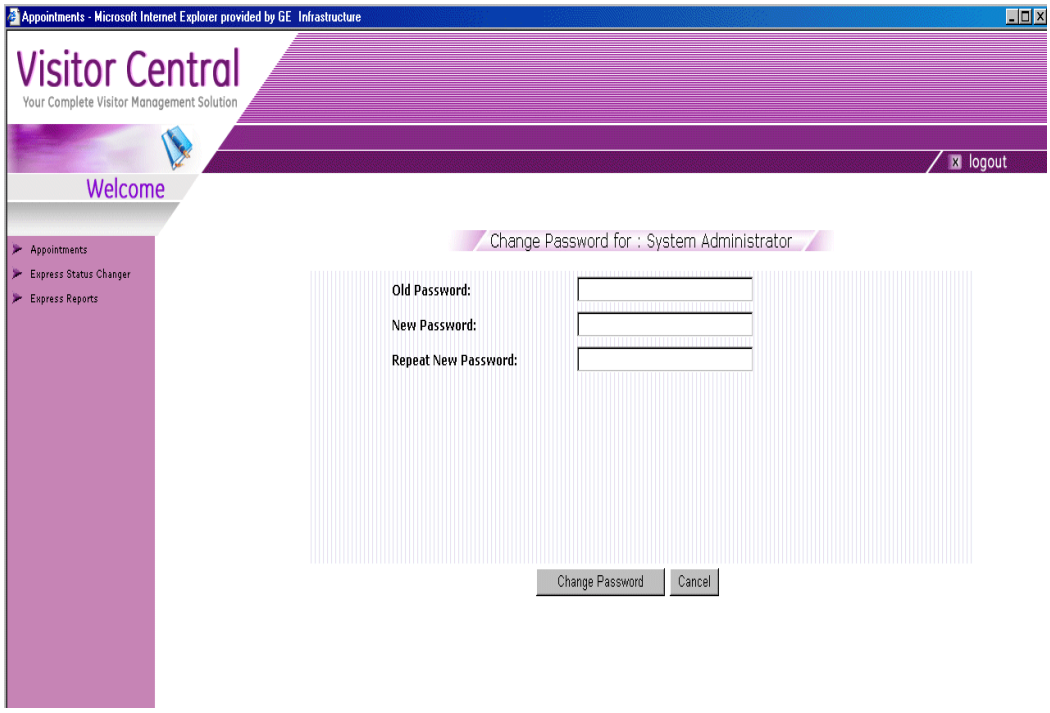
Field name	Description
Update Profile	Click to change the password of the system administrator.
Express Status Changer	Click to change status of the badge of an existing Express visitor from a checked in state to checked out.
Express Reports	Click to get a report of checked in and checked out Express visitors based on selected criteria.
Logout	Click to log out of the Preregistration module of Visitor Central.
List Box	Previously created appointments created by the current user or created for the current user as host are displayed in the Appointment table.
Create New Appointment	Click to display the New Appointment window.
Delete	Click to delete a selected appointment. The user must have Delete record permission to mark a record for deletion. This is an immediate record deletion from the Visitor Central database.

Each of the features on this window is discussed in the sections that follow.

Update profile

This feature allows the system administrator to change their password within the Preregistration module.

Figure 57. Update Profile window



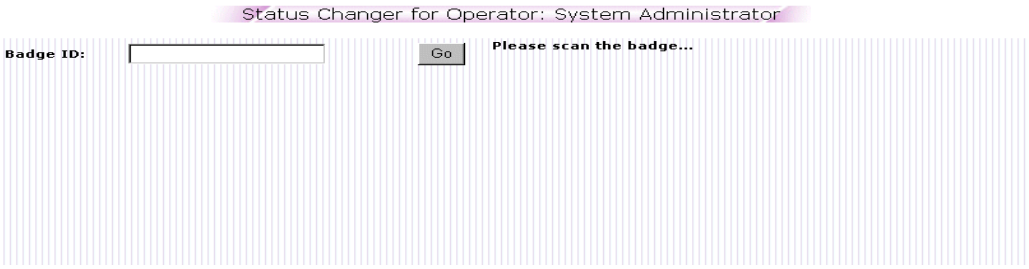
Related Procedures

1. From the Preregistration main window, click **Update Profile** to display the Update Profile window.
2. Enter the old administrator password.
3. Enter the new administrator password.
4. Repeat the new administrator password.
5. Click **Change Password**. The password must be at least six characters.
   - If the old password does not match, re-enter the correct password and try again.
   - If the system was able to connect to the database, the password has now been changed.
6. Click **Appointments** on the upper left menu or **Cancel** to return to the Appointment window.

Express status changer

This feature allows the user to change the status of a badge only with a BID from Checked In to Checked Out. (To change the status of a person without a BID, use Express Reports.) The badge must have been acquired at an Express Kiosk, that is, for a visitor that did not have an appointment. A BID number must be assigned.

Figure 58. Express status changer



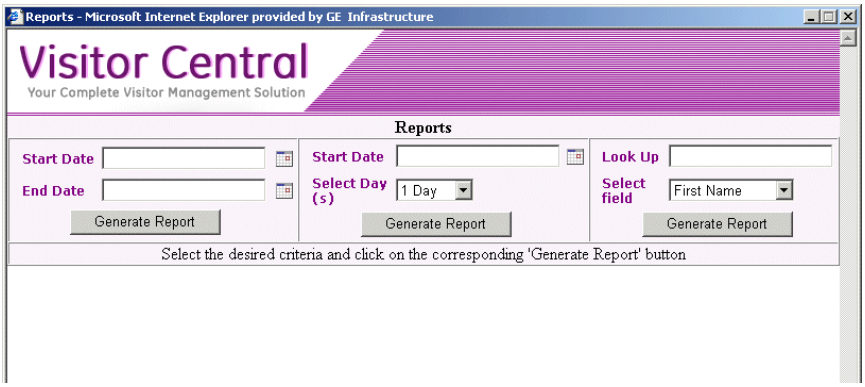
Related procedures

1. Enter the Badge ID or scan the bar code on the badge.
2. When the **Express Status Changer** information window displays, note that the status is Checked In.
3. Click **Change the status** to check this visitor out.

Generating an Express report

This feature allows the operator to generate a report of checked in and checked out visitors without appointments. (For a more advanced report based on database queries, refer to *“Creating database reports” on page 182*.)

Figure 59. Generating an Express report



Fields and controls

Table 37. Generating an Express report

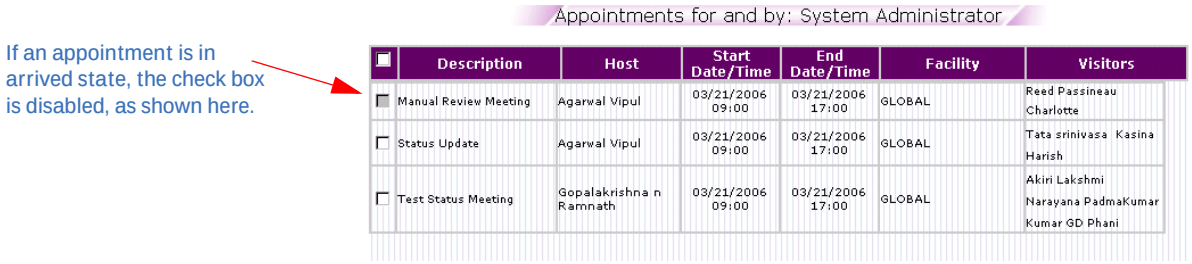
Field name	Description
Start Date/End Date	Click the calendar icon to display a calendar from which to select a start date and an end date associated with this search.
Start Date/Select Day (s)	Click the calendar icon to display a calendar from which to select a start date associated with this search. Select a day range from the drop-down list that is associated with the start date.
Look Up/Select field	Enter search criteria associated with the user field selected from the 'Select field' drop-down list. Select a user field from the drop-down list on which this search is to be based.
Generate Report	Click to begin a search of the Visitor Central database for checked in and checked out visitors, based on the user's selected search criteria.
Result pane	Displays search results or messages based on the criteria entered or selected by the user. The visitor image displays with captions below: • Click **Edit Banned Options** to display a list of banned reasons as previously defined in the Visitor Central system. Refer to *Defining banned reasons on page 137*. Select or clear one of the banned reasons and click **Update User Information** to update the visitor record. Close this window and generate another report to display the update in the image portion of the report window. • Click **Check Out Visitor** to check out a visitor that does not have an assigned badge ID. A panel of person information displays. Note that the History panel of this window reflects the check-in/out status.

Related procedures

1. Complete the fields in the category most appropriate for the results that you require.
2. Refer to *Table 37, Generating an Express report* for a description of the options in creating a Preregistration report.
3. Click **Close**.

Viewing the appointment list

Figure 60. Appointment window



Related procedures

To modify an appointment:

1. Click the appropriate appointment **Description** in the list.
2. When the Appointment information window displays, information pertaining to the appointment displays. Select and modify the information as appropriate.
3. Click **Save** to save this record to the Visitor Central database.
4. Click **Close**.

Creating a new appointment

Figure 61. Appointment information window

Fields and controls

The following list of fields displays.

Table 38. Address tab fields

Field name	Description
Appointment Description	A description for this appointment. This field is mandatory.
Host	Enter a name or use the Host Search to locate a host for this appointment. If a person is associated with this operator record, the host field displays the person name. Note: The person filling the Host role must be defined in Visitor Central as an Operator.
Appointment Facility	Use the drop-down list to assign this appointment to a facility. Facilities are used to control information viewed by other Visitor Central users.
Start Time & Date	Use the calendar to select a date and start time.
End Time & Date	Use the calendar to select an end time and date.
Add Visitor	Click to assign this visitor to the list of attendees to this appointment.
Visitor Info Table	Displays the list of visitors for this appointment.
Save	Click to save this new appointment.
Close	Click to close this window.

Related procedures

To create a new appointment:

1. From the Appointment window, click **Create New Appointment**.
2. When the New Appointment window displays as in *Figure 61 on page 120*, enter the information requested.
3. To identify the host making the appointment, refer to *Identifying the host making the appointment.*
4. To add a new visitor, refer to *Creating a new visitor record on page 125*.

Identifying the host making the appointment

Figure 62. Host search window

Fields and controls

The following list of fields displays.

Table 39. Preregistration new visitor window

Field name	Description
First Name	Enter first name or any part of the name of the host for this appointment. Note: The person filling the Host role must be defined in Visitor Central as an Operator.
Last Name	Enter last name or any part of the name of the host for this appointment. Note: The person filling the Host role must be defined in Visitor Central as an Operator.
Facility	Select a facility from the drop-down list of all facilities in the Visitor Central system.
Lookup	Click to view a list of hosts in the selected Facility.
List of hosts	This table displays a list of hosts in the selected Facility.
Select	Select a host from the list displayed and click **Select** to confirm.
Close	Click to close the Host Search window.

Related procedures

To search for a host for this appointment:

1. Click the Host filter icon on the Appointment window.

2. In the Host Search window, as in *Figure 62 on page 122*, enter search criteria and click **Lookup** to display a list of hosts in the selected facility.

   Note: The person filling the Host role must be defined in Visitor Central as an Operator.

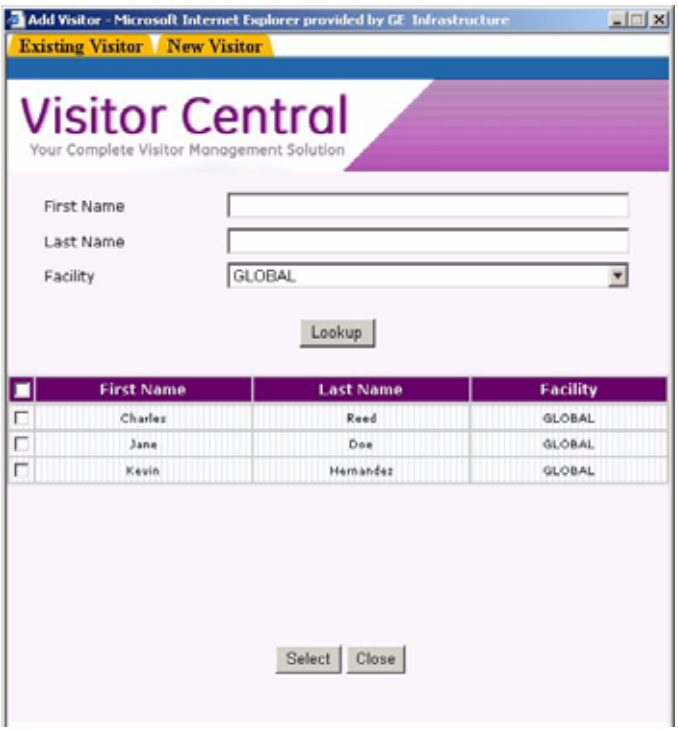
3. Select a host from the list displayed and click **Select** to confirm. If a host name is not selected, the logged in user is the default host.
4. The Host name displays in the Appointment window.
5. Select an **Appointment Facility** from the drop-down list or accept the default.
6. Select **Start Time & Date/End Time & Date**.
7. Click **Save**.
8. The **Add Visitor** button is now enabled on the Appointment window. Click to add visitors to this appointment.

Adding a visitor to an appointment

This feature allows the user to add existing visitors or create new visitors to an appointment. This window displays when you click **Add Visitor** on the Appointment window.

Existing visitors

Figure 63. List of existing visitors



Fields and controls

The following list of fields displays.

Table 40. Preregistration existing visitor window

Field name	Description
First Name	Enter first name or any part of the name along with wildcard characters of visitors in the Visitor Central system for the selected Facility.
Last Name	Enter last name or any part of the name along with wildcard characters of visitors in the Visitor Central system for the selected Facility.
Facility	Select a Facility from the drop-down list of available facilities.
Lookup	Click to view a list of visitors in the selected Facility.
List of visitors	This table displays a list of visitors in the Visitor Central system for the selected Facility.

Table 40. Preregistration existing visitor window (continued)

Field name	Description
Select	Select one or more visitors from the list displayed and click Select to confirm.
Close	Click to close the Add Visitor window.

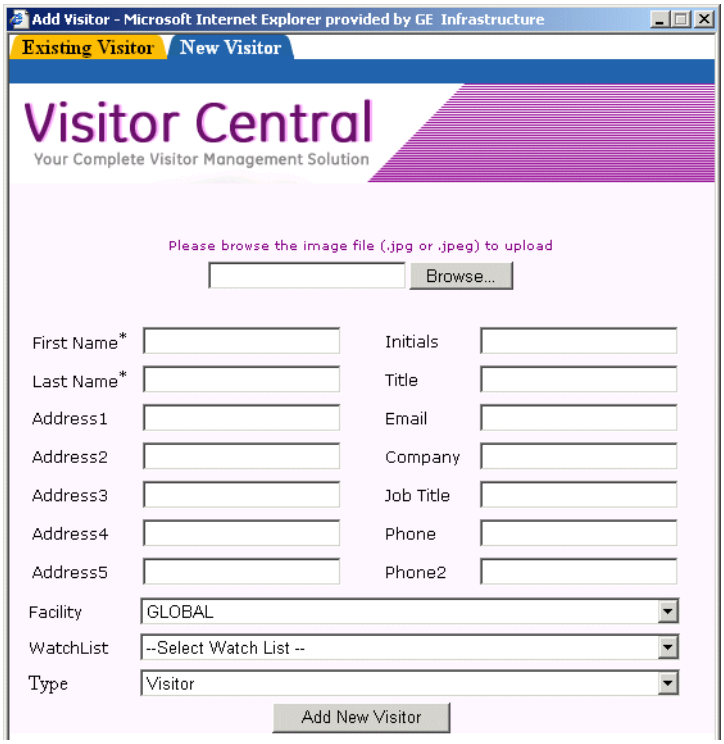
Related procedures

To add an existing visitor to this appointment:

1. In the new appointment window, click **Add Visitor**.
2. Enter search criteria, select a Facility, and click **Lookup**; or click **Lookup** to display the entire list of visitors in the Visitor Central system for the selected facility.
3. Select one or more visitors from the list of visitors displayed, as in *Figure 63 on page 124*, and click **Select** to confirm.
4. Click **Close** to close the Add Visitor window and display the visitor names in the Appointment window.
5. Click **Save**.
6. Click **Close** to close the Preregistration New Appointment window.

Creating a new visitor record

Figure 64. New visitor window



Fields and controls

The following list of fields are displayed.

Table 41. Preregistration new visitor window

Field names	Description
Browse	Click to browse for an image to associate with this visitor record.
Visitor information fields	Complete the visitor fields with requested information. Tab to navigate from field to field.
Facility	Click a Facility from the drop-down list of available facilities. The default is GLOBAL.
Watch list	Click to assign this visitor to an existing watch list from the drop-down list.
Type	Select a visitor type from the drop-down list.
Add New Visitor	Click to save and add this record to the list of Visitor Central visitors.

Related procedures

To create a new visitor record:

1. In the new appointment window, click **Add Visitor** and select the **New Visitor** tab. In the window that displays, such as *Figure 64 on page 125*, complete the fields of the New Visitor window. Note that **`First Name`** and **`Last Name`** are mandatory.
2. Click **Add New Visitor** to add this visitor in the Visitor Central system for this facility.
3. Add the new visitor to this appointment on the Appointment window. Refer to *Adding a visitor to an appointment on page 124*.
4. Click **Save**.
5. Click **Close**.

What's next?

Proceed to *Chapter 7. Using administrator's module on page 127*.

Chapter 7 Using administrator's module

This chapter describes how to use the administrator module to define people, use the Enterprise Visitor Central module, manage badges, configure kiosk pages, and create database reports.

In this chapter:

People overview 128
Managing appointments 139
Appointment checklist 140
Using the appointment monitor 146
Configuring system parameters 153
Managing badges 159
Configuring Enterprise Kiosk pages 173
Creating database reports 182
What's next? 188

People overview

Use the People menu, Personnel form to create a record for each employee in your company. This is a record of the employee's personal information. You may want to add all employees in your company to the Visitor Central database.

Note: If a person has been to the facility before and should be denied access for any reason:

- They should be added to a watch list. Refer to *"Creating watch lists" on page 58*. Watch lists are associated with appointment-based visitor check-ins.
- They may have an assigned Banned Reason assigned to their record. Banned Reasons are associated with Express Check-ins. Refer to *"Defining banned reasons" on page 137*.

Defining personnel (people)

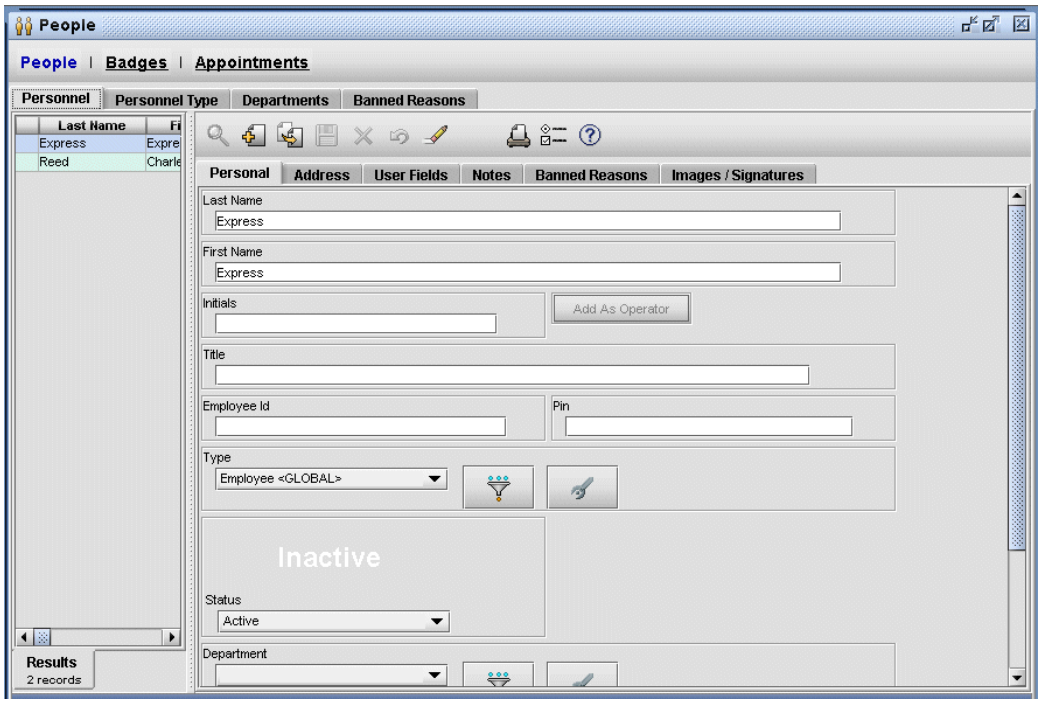
Information on the Personnel form identifies people by name, title, employee ID, PIN, type, status, department facility, and e-mail address. Additional tabs identify the employee address, user fields, notes, banned reasons, and images.

Note: A search (FIND) using "indexed" fields improves the time required to find the records. Some examples of indexed fields on the Personnel form include: Last Name, First Name, and Employee ID.

Example

Jane Doe is a temporary employee assigned to the Accounting Department.

Figure 65. Personnel form



Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 42. Personnel form fields

Field name	Description
Personnel tab	
Last name	Enter the badge holder's last name (up to 30 characters).
First name	Enter the badge holder's first name (up to 30 characters).
Initials	Enter the badge holder's initials (up to 6 characters).
Add As Operator	Click to automatically create an Operator record for the currently displayed person record. Also refer to *"Creating an operator default password" on page 153*. You should also be prepared to enter an E-mail address for this person record.
Title	Enter the badge holder's title (up to 20 characters). *Example: Mr., Mrs., Ms., Dr.*
Employee Id	Enter an alphanumeric employee identification (up to 12 characters). *Example: social security number.*
Pin	Enter a personal identification number (1 to 10 digits) for this person.
Type	Click to display the drop-down list of personnel types. The default types are as follows: • Contractor • Employee • Visitor Select a personnel type. • Filter: Click to display a list of existing personnel types in your Visitor Central system. • Manage: Click to display the Personnel Type form. You are able to create a personnel type record if a record for that type does not yet exist.
Status	Select one of the three personnel status descriptions. There is one type of Valid status (Active) and two types of Invalid badge statuses (Suspended and Deleted). Update the status as needed. Note: The Status field on the Personnel form overrides the status on the Badges form. *Example: If a valid personnel record is suspended, this status is indicated in the Status box. Then, if the suspended person's badge is later tried in a reader, the system denies access.*
Department	Click to display a list of existing departments in your Visitor Central system. • Filter: Click to display a list of existing departments in your Visitor Central system. • Manage: Click to display the Departments form. You are able to create a department record if a record does not yet exist for a specific department.
Facility	Click to display a list of existing facilities in your Visitor Central system. • Filter: Click to filter the list by description and/or facility using wildcards and operators. • Manage: Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.

Table 42. Personnel form fields (continued)

Field name	Description
E-Mail address	Enter the e-mail address of displayed employee. If an e-mail address is entered, the system automatically assigns a password for this record if **`Add As Operator`** is selected above. Also refer to *"Creating an operator default password" on page 153*. This field accepts up to 50 characters.
Address tab	
Address 1 through Address 5	Enter the badge holder's address (up to 40 alphanumeric characters per field).
Phone1 Phone2	Enter the badge holder's phone number (up to 16 characters). You may type dashes or spaces between digits in the Phone fields.
User Fields tab	
User fields	Enter information (up to 60 characters) in one or more user fields, as field labels, to identify the badge holder. There are 40 user fields available for input. *Example: license tag number* The labels assigned here are reflected in the Enterprise Badge Designer, Appointment Monitor, Operator Check-in, and Person forms.
Notes tab	
Saved Notes	Previously saved notes display in the pane, followed by the user id, date, and time that the note was created.
Notes	This is a free form text field where you can add information pertinent to Badge or Person records. *Example: Employee work visa expires on 12/12/05.*
Banned Reasons tab (This is for Express Check-in visitors only.)	
Assigned Reasons	Any Banned Reasons that have been assigned to this record display in this pane.
Reasons	Click to display a list of Banned Reason as defined in the Banned Reasons form. Manage: Click to display the Banned Reason form where you can define a new reason if applicable.
Images/Signatures tab	
Photograph	An existing photo associated with the current personnel record displays in this window.
Upload	Click to open a window that allows you to navigate to the directory from which you want to upload the image to the Visitor Central Server.
Load	Click to download the image associated with this record from the Server to the Visitor Central client.
Export	Click to open a window that allows you to navigate to the directory into which you want to export this photo image.
Capture	Click to open the image capture interface and activate the camera. Please wait as the application may take some time to open. An image displays in the capture window. If no camera is connected, a message displays, informing you that a capture device is not found or not connected properly. See the system attendant.
Has Photograph	Use this as a search criteria when searching for personnel with existing photographs.

Table 42. Personnel form fields (continued)

Field name	Description
Take Photo	Take Photo: Click to capture a still photo of the video image displaying in the capture window. Reject Photo: Click to reject and discard the still photo that you just captured. Apply: Click to apply and save the photo displayed in the capture window to the associated personnel record. Cancel: Click to exit and close the image capture interface. No photo saves to the personnel record.
Person Signature	An existing signature associated with the current personnel record displays in this window.
Upload	Click to open a window that allows you to navigate to the directory from which you want to upload the signature image to the Visitor Central Server.
Load	Click to download and view the signature associated with this person record from the Server to the Visitor Central client.
Export	Click to open a window that allows you to navigate to the directory into which you want to export this signature image.
Capture	Click to open the capture interface and activate the signature tablet. Please wait as the application may take some time to open. If no signature tablet is connected, a message displays, informing you that a capture device is not found or not connected properly. See the system attendant.
Has Signature	Use this as a search criteria when searching for personnel with existing signature images.

Related procedures

To create, edit, or delete a Personnel record:

1. From the **Access** menu, select **People**, then **Personnel** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field. Refer to *Table 42 on page 129* for assistance in completing this form.
4. Click **Address** and complete appropriate fields on this tab.
5. Click **User Fields** and complete as many user fields as you find appropriate for this Personnel record.
6. Click **Notes** and enter note text, if applicable.
7. Complete the **Banned Reasons** tab if applicable.
8. Complete the **Images/Signatures** tab, if applicable. If an image or signature image exists for this record, the image displays.

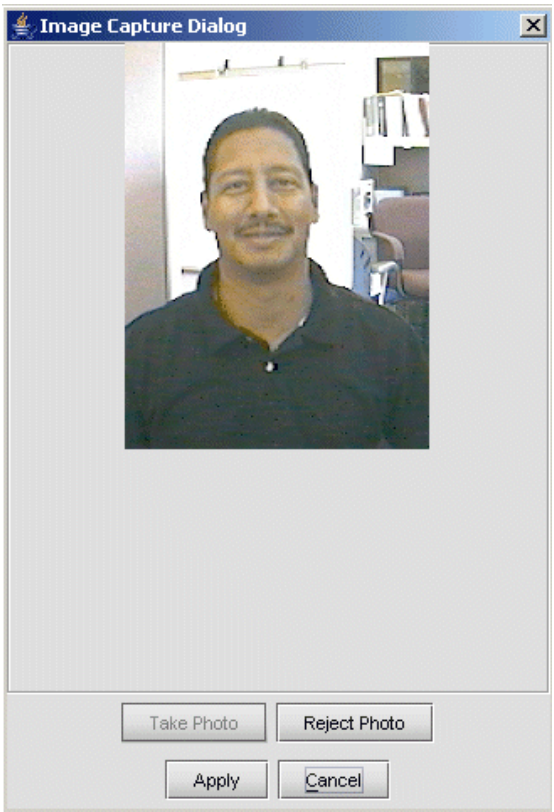
- If you want to capture an image at this time, click **Capture**. Capturing an image is discussed in the section, in *To capture an image: on page 132*.
- If you want to capture a signature at this time, click Capture. Capturing a signature is discussed in *To capture a signature image: on page 133*

To capture an image:

With Visitor Central, you can capture and view photographs captured by a video camera. Images are saved to the database when the personnel record is saved.

1. From the **Access** menu, select **People**, then click the **Personnel** tab.
2. Select the **Images/Signatures** tab, then click **Find** to display a current list of records.
3. Select the Personnel record with which the image is to be associated, then click **Capture** under the photograph box. Please wait as the application may take some time to open. The image capture interface opens as displayed in *Figure 66*.

Figure 66. Image capture interface



6. If no camera is connected, a message displays, informing you that a capture device is not found or not connected properly. See the system attendant.

7. The 'Take Photo' window displays. After centering your image in the window, click **Take Photo**.
   - Click **Reject Photo** if you do not want to save the photo image that you just captured.
   - Click **Cancel** to exit and close the image capture interface. No photo saves to the personnel record.
   - Click **Apply** to apply the photo displayed in the capture window to the associated personnel record. When the Personnel record is saved, this photo is saved to the Visitor Central database.
8. The Images/Signatures tab displays the image in the photograph box.
9. Click **Save** to save this personnel record.

To capture a signature image:

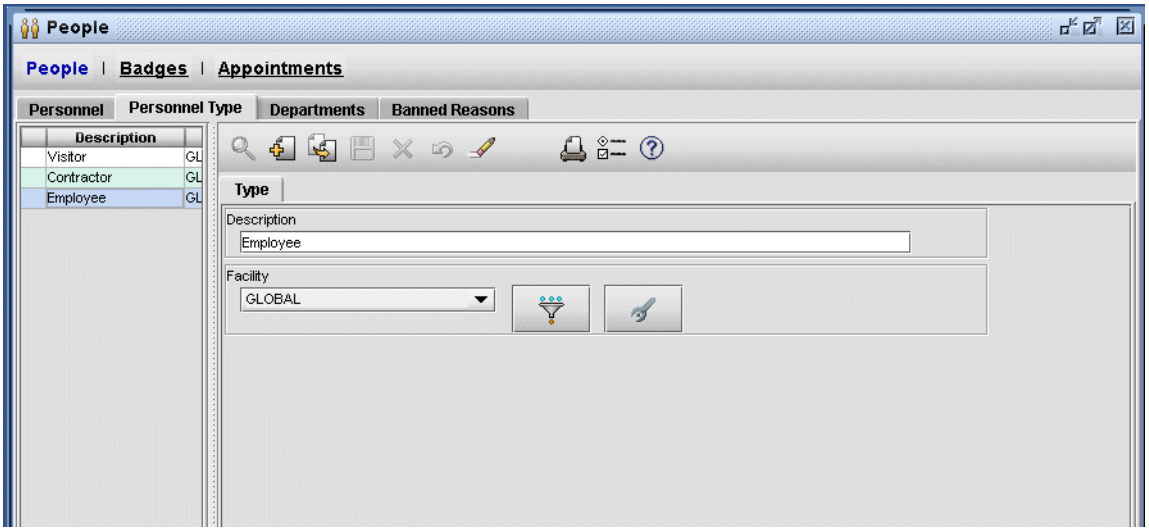
With Visitor Central, you can capture and view a signature using an approved signature tablet. Signature images are saved to the database when the personnel record is saved.

1. From the **Access** menu, select **People**, then click the **Personnel** tab.
2. Select the **Images/Signature** tab, then click **Find** to display a current list of records.
3. Select the Personnel record with which the signature is to be associated, then click **Capture** under the **Person Signature** image box. Please wait as the application may take some time to open.
4. If no signature tablet is connected, a message displays, informing you that a device is not found or not connected properly. See the system attendant.
5. A **Capture Signature** window displays. With the signature wand, have the person associated with this **Person** record sign in the window of the signature tablet.
6. If the signature displayed on your computer screen is acceptable, with your mouse, click **OK** on the **Capture Signature** window. The **Image Enhancement** window displays, allowing you to crop, resize, or enhance the appearance of the signature.
7. When you are ready to accept the signature image, click **OK**.
8. When you are returned to the **Images/Signatures** window, select **Save**. The signature image capture and storage is complete and ready for imprinting on a badge design of your choice.
9. When the Personnel record is saved, this photo is saved to the Visitor Central database.
10. Click **Save** to save this personnel record.

Defining personnel type

Use the Personnel Type form to define different types of personnel. These entries display in drop-down lists used on various forms when assigning personnel types. A system personnel type of Visitor has already been created for you. This record is locked for edit and cannot be deleted. Review *Figure 67*.

Figure 67. Personnel Type form



Fields and controls

The following is a list of fields on the Personnel Type form.

Table 43. Personnel Type form fields

Field name	Description
Description	Enter a description for the personnel type to be added to the list of personnel type records. The default Personnel types are as follows: • Visitor • Contractor • Employee
Facility	Click Facility to display the facilities list box. This field reflects the facility to which this record is assigned. • Filter: Click to filter the list by description and/or facility using wildcards and operators. • Manage: Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.

Related procedures

To create, edit, or delete a Personnel Type record:

1. Select **Access**, **People**, then **Personnel Type** tab.
2. Click **Find** to display a current list of records. The default Personnel types are Visitor, Contractor, and Employee.

3. Select an existing record from the list box at the left or click **New** and enter a new description in the **Description** field.

4. Select a facility from the drop-down list of available facilities for this operator to assign.

   - Click **Filter** to filter the list by description and/or facility using wildcards and operators.
   - Click **Manage** to display the Facilities form that enables you to create a new facility record if required at this time.

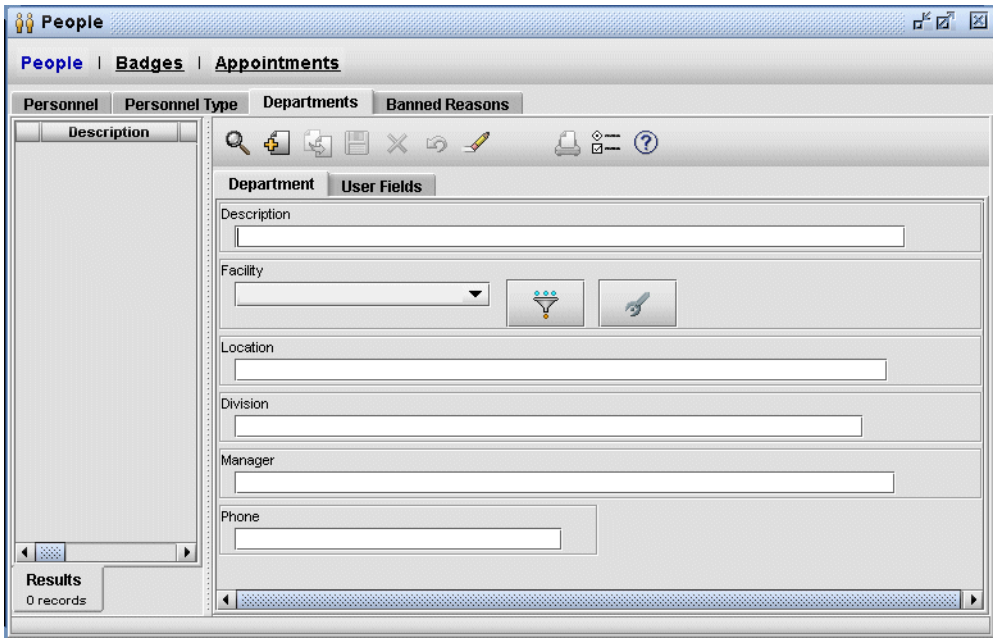
   Creating facilities and permissions are discussed in *Chapter 4, Defining Visitor Central permissions and operators on page 65*.

5. Click **Save** to save this Personnel Type record.

Defining departments

Use the Department form to define specific departments. These entries display in drop-down lists used on various forms when assigning departments. Review *Figure 68*.

Figure 68. Department form



Fields and controls

The following is a list of fields on the Department form.

Table 44. Department form fields

Field name	Description
Department tab	
Description	Enter 1 to 60 characters as a description for the department to be added to the list of department records. *Example: Engineering*
Facility	Click **Facility** to display the facilities list box. This field reflects the facility to which this record is assigned. • Filter: Click to filter the list by description and/or facility using wildcards and operators. • Manage: Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.
Location	Enter 1 to 20 characters to identify a physical location for this department, such as *Headquarters*.
Division	Enter 1 to 3 characters to identify a site-specific abbreviation, such as *01*.
Manager	Enter 1 to 40 characters to identify the manager of this department, such as *Wendy Watson*.
Phone	Enter up to 16 characters to identify the telephone number of this department Manager.
User Fields tab	
User Fields	Enter information (up to 40 characters) in one or more user fields, as field labels. *Example: engineering discipline*

Related procedures

To create, edit, or delete a Department record:

1. Select **Access**, **People**, then **Department** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field.
4. Select a facility from the drop-down list of available facilities for this operator to assign.
   - Click **Filter** to filter the list by description and/or facility using wildcards and operators.
   - Click **Manage** to display the Facilities form that enables you to create a new facility record if required at this time.

   Creating facilities and permissions are discussed in *Chapter 4, Defining Visitor Central permissions and operators on page 65*.
5. Enter a Location, Division, Manager, and Phone.

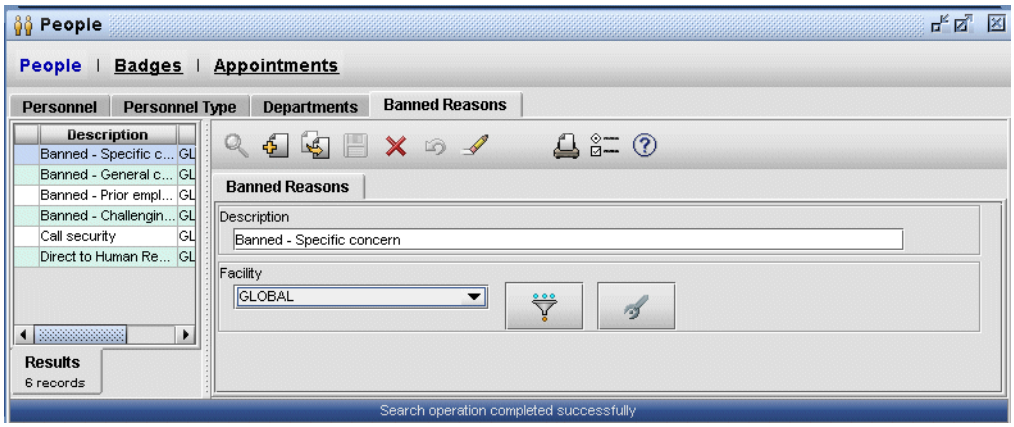
6. Click **Save** to save this Department record.

Defining banned reasons

Use the Banned Reasons form to define reasons that an Express visitor may be denied entry to the facility. These entries display in the Reason drop-down list on the Personnel form.

Note: If a visitor has been to the facility before and should be denied access, they should be added to a watch list. Refer to *"Creating watch lists" on page 58*. Watch lists are associated with appointment-based check-ins. Banned Reasons are associated with Express Check-ins.

Figure 69. Banned Reasons form



Fields and controls

The following is a list of fields on the Banned Reasons form.

Table 45. Personnel Type form fields

Field name	Description
Description	Enter a description of why the person should be denied entry, such as *Banned - Disgruntled employee*. This description displays as a selection in the Reason drop-down list on the Personnel form.
Facility	Click **Facility** to display the facilities list box. This field reflects the facility to which this record is assigned. • Filter: Click to filter the list by description and/or facility using wildcards and operators. • Manage: Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.

Related procedures

To create, edit, or delete a Banned Reason record:

1. Select **Access**, **People**, then **Banned Reasons** tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the **Description** field.
4. Select a facility from the drop-down list of available facilities for this operator to assign.
   - Click **Filter** to filter the list by description and/or facility using wildcards and operators.
   - Click **Manage** to display the Facilities form that enables you to create a new facility record if required at this time.

   Creating facilities and permissions are discussed in *Chapter 4, Defining Visitor Central permissions and operators on page 65*.

Changing the banned reason

Note: Refer to *Defining banned reasons on page 137* for additional information regarding defining banned reasons.

1. The attendant has the option to edit or change the banned reason associated with this visitor.
2. The attendant requests a report of checked in visitors for the day, on the Preregistration window.
3. When the report displays, an image of the banned visitor displays with an option to **Edit Banned Options** enabled. Click to display the Edit Banned Reasons List For Visitor window.
4. Select from the list of Banned Reasons and click **Update User Information**.
5. Close the window and continue.

5. Click **Save** to save this Banned Reasons record.

Managing appointments

Visitor Central allows employees to create and manage visitor appointments.Visitor Central users may have different roles defined, depending on how they use the system, and how permissions are assigned for the use of the system.

Defining roles

- **People (Personnel)**: You may want to add all **Employees** in your company as personnel.Then, people are given permissions according to how they use the system. See *"Defining personnel (people)" on page 128*.
- **Operator**: Operators using your Visitor Central system require access to different forms and facilities depending on their function and location. They also require different levels of authority depending on their position.

  Note: The person filling the Host role must be defined in Visitor Central as an Operator. See *Defining operators on page 76*.

- **Hosts** create the initial appointment for visitors, for the facilities they are authorized to view, and make changes to the appointment as needed. This person is hosting the visit.
  - Hosts are assigned to an Appointment in the Enterprise client. See *"Making an appointment" on page 143*.
  - Hosts can preregister or be assigned using the Preregistration module. See *"Identifying the host making the appointment" on page 122*.
  - When visitors arrive, Hosts can either check in using a Visitor Central kiosk and print a badge with their photo, or have an attendant manually check them in.
- **Attendants** manage visitor appointments using the Appointment Monitor or Preregistration module.
  - Attendants view appointments, change badge status, create a report, and may even create appointments and new visitor records.
  - Attendants check in visitors and print their badges.
  - Attendants assist visitors at the Express Kiosk.
- **Visitors** may include contractors on site for a short period of time, VIP guests that may require special attention, or any quests to a facility. Visitors may also be denied access to a facility if their names are included on the Watch List. See *"Creating watch lists" on page 58*.
- **System Administrator**: System administrators install and configure the system, while attendants check in visitors and print their badges. The system administrator is responsible for creating permissions, assigning permissions, creating the initial badge design, and specifying the information and what displays on the badge. See *Chapter 4. Defining Visitor Central permissions and operators on page 65*.

Appointment checklist

Use this checklist to make an appointment, check in the visitor, and print their badge.

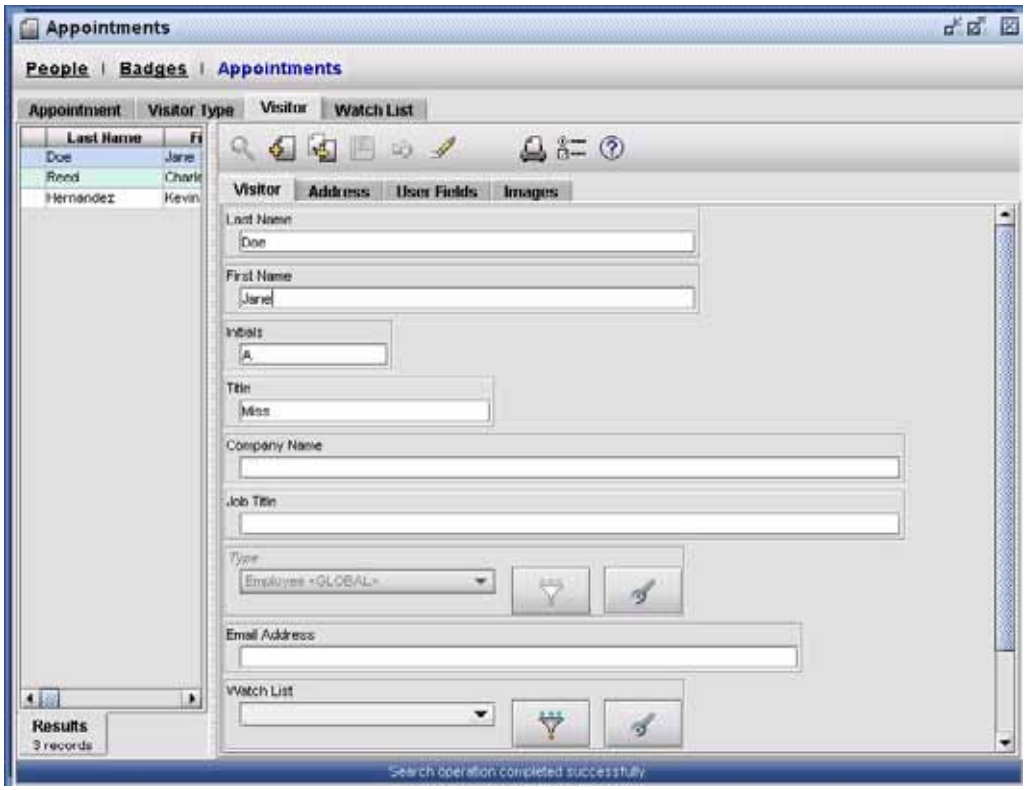
Table 46. Appointment checklist

Appointment Checklist	
✔	Operator, as Host: Verify that you have permission as an operator to host an appointment. See *"Defining operators" on page 76*.
✔	Operator, as Host: Verify that all associated people, including visitors, are entered into the Visitor Central system. See *"Defining personnel (people)" on page 128*
✔	Operator, as Host: Create an appointment with the date and time of visitor arrival and departure. See *Making an appointment on page 143*. Preregistration module: See *"Creating a new appointment" on page 120*.
✔	Operator, as Host: Assign the visitor to the appointment using the Invitee List. See *Assigning visitors to appointments on page 145*. Preregistration module: See *"Adding a visitor to an appointment" on page 124*
✔	Operator or Attendant: When the visitor arrives, use the Appointment Monitor to retrieve the appointment and change the status from pending to arrived. See *Using the appointment monitor on page 146*. Preregistration module: See *"Express status changer" on page 118*.
✔	Attendant: Print the visitor's badge. See *Printing a visitor badge on page 151*. Express Check-in Wizard: See *"Checking in" on page 108*.
✔	Operator or Attendant: When the visitor leaves, use the Appointment Monitor to change their status from arrived to departed. Preregistration module: See *"Express status changer" on page 118*.
✔	Operator or Attendant: When an appointment is canceled, use the Appointment Monitor to change the status to Canceled. Preregistration module: Delete the appointment. See *"Viewing the appointment list" on page 119*
✔	Operator or Attendant: Review the appointments at the end of the day. Change the status to no show, if the visitor did not arrive. Preregistration module: Delete the appointment or delete one or more of the attendees. See *"Viewing the appointment list" on page 119*.

Adding visitor contact information

Use the Visitor tab to add the visitor's contact information, such as name, address, and e-mail address. Visitors are assigned a visitor type and added to a watch list when appropriate.

Figure 70. Appointment with Visitor tab



Fields and controls

The following list of fields may be required.

Table 47. Visitor tab fields

Field name	Description
Last Name	Enter the visitor's last name. Maximum 40 characters.
First Name	Enter the visitor's first name. Maximum 40 characters.
Title	Enter the visitor's title, such as Mr. or Dr.
Company Name	Enter the visitor's company name.
Job Title	Enter the visitor's job title, such as Chief Technical Officer.
Type	Use the drop-down list to select the visitor type, such as contractor, employee, or visitor. The type is defined using the Personnel Type tab (People).
E-mail Address	Enter the visitor's e-mail address. Maximum 60 characters.

Table 47. Visitor tab fields (continued)

Field name	Description
Watch List	Use the drop-down list to select a watch list to associate to this visitor, if appropriate.

Related procedures

To add the visitor's contact information, follow these steps:

1. From the **Access** menu, select **Appointment**. Select the **Visitor** tab. The Visitor window displays as in *Figure 71 on page 143*.
2. Click **New**.
3. Enter the information described in *Table 48*.
4. Click **Save**.
5. Select the **Address** tab to add contact information. See *Adding a visitor's addresses and user fields on page 142*.

Adding a visitor's addresses and user fields

Use the Address tab to add the visitor's address and phone number information. Use the User Fields tab to enter information (up to 60 characters) in one or more, as field labels, to identify visitor. There are 10 user fields available for input.

Fields and controls

The following list of fields may be required.

Table 48. Address tab fields

Field names	Description
Address 1 to Address 5	Enter the visitor's address, including company name.
Phone 1 to Phone 2	Enter up to two phone numbers to contact the visitor.
User Field 1 to User Field 10	Enter information (up to 60 characters) in one or more user fields, as field labels, to identify the visitor. There are 10 user fields available for input.

Related procedures

To add a visitor's contact information, follow these steps:

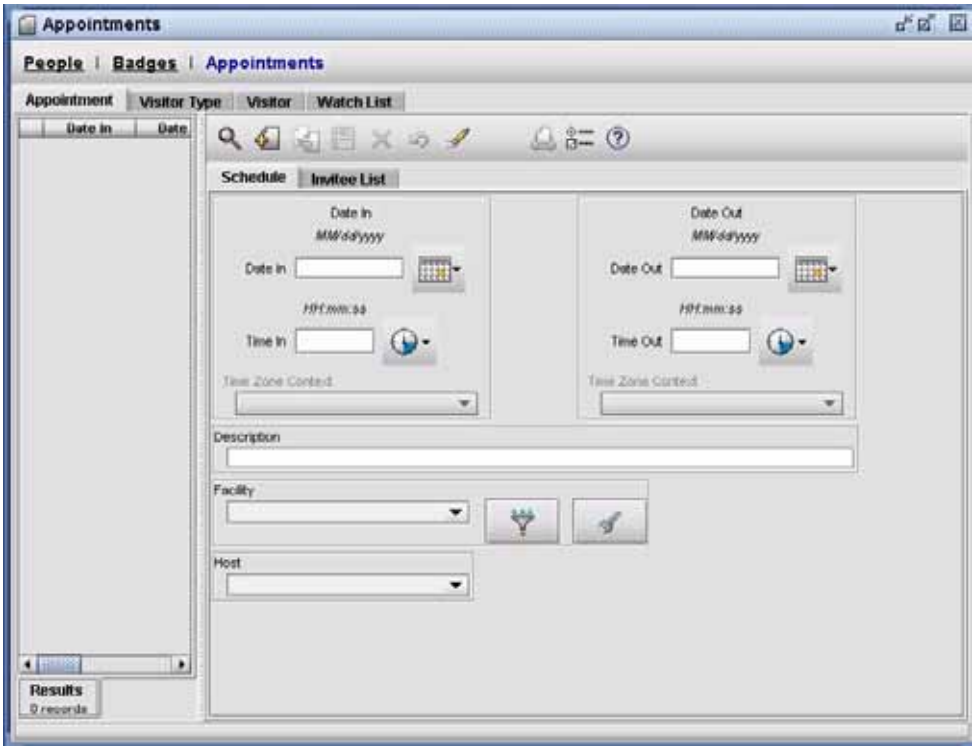
1. Select **Access** and **Appointment**. Select the **Visitor** tab and then the **Address** tab. The Address tab window displays.
2. Click **New**.
3. Enter the information described in *Table 48*.

4. Click **Save**.
5. Select the **Image** tab to capture a photo of the visitor. Refer to *To capture an image: on page 132* for more information about taking a visitor photo.

Making an appointment

Use the Appointment tab to register visitors before they arrive. The schedule includes a description of the meeting, the host's name inviting the visitor, the expected date and time of arrival and departure, and the facility where the appointment occurs.

Figure 71. Appointment with Schedule tab



Fields and controls

The following list of fields are required.

Table 49. Schedule tab fields

Field name	Description
Date In	Enter the date the visitor is expected to arrive or click the Calendar icon. Use mm/dd/yyyy format.
Time In	Enter the time the visitor is expected to arrive or click the Clock icon. Use hh:mm:ss format.
Time Zone Context	Use the drop-down list to select the time zone context where the visitor is expected.
Date Out	Enter the date the visitor is expected to depart or click the Calendar icon. Use mm/dd/yyyy format.
Time Out	Enter the time the visitor is expected to depart or click the Clock icon. Use hh:mm:ss format.
Time Zone Context	Use the drop-down list to select the time zone context where the visitor is expected.
Description	Enter a description explaining the purpose of the visit. Maximum 60 characters.
Facility	Use the drop-down list to assign this appointment to a facility. Facilities are used to control information viewed by other Visitor Central users.
Host	Use the drop-down list to select the name of the host inviting this visitor.

Scheduling an appointment:

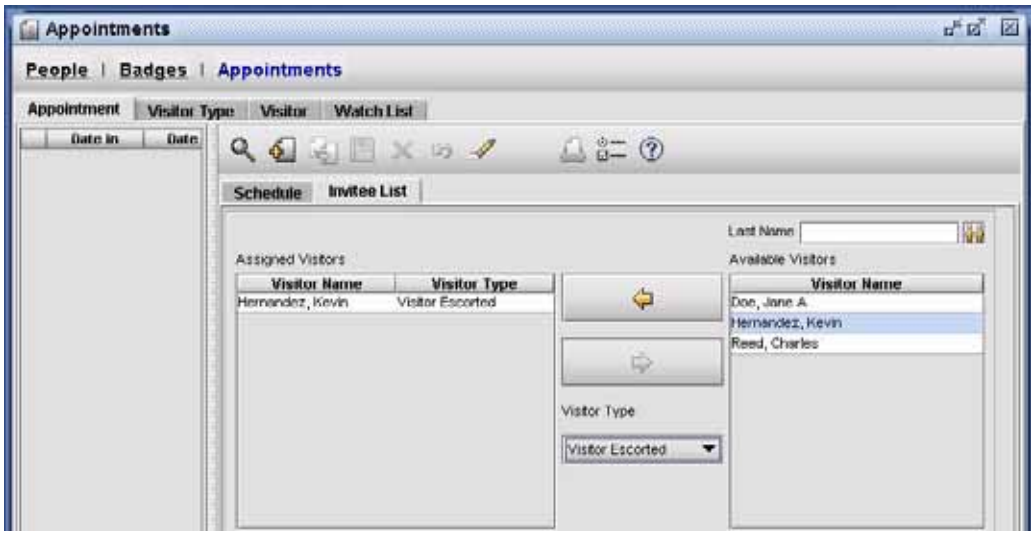
To schedule an appointment, follow these steps:

1. From the **Access** menu, select **Appointment**. The Appointment window shown in *Figure 71 on page 143* displays.
2. Click **New**.
3. Enter the information described in *Table 49*.
4. Click **Save**.
5. If this visitor does not already exist in Visitor Central, select the **Visitor** tab to add contact information. See *Adding visitor contact information on page 141*.

Assigning visitors to appointments

Use the Invitee List window to assign visitors to the appointment schedule.

Figure 72. Appointment window Invitee List



Fields and controls

The following list of fields may be required.

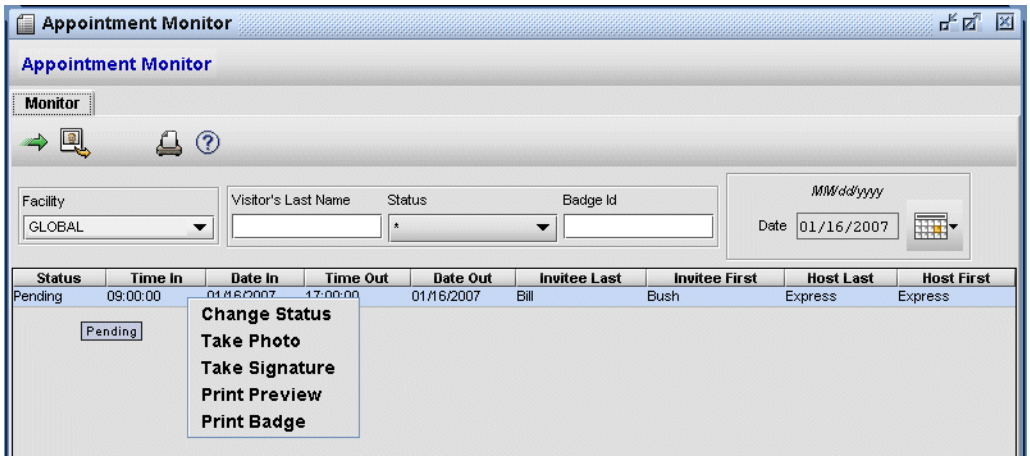
Table 50. Invitee LIst tab fields

Field name	Description
Last Name	This is a search criteria field based on last name. Enter a last name and click the people icon. The system filters all names in the Visitor Name list and displays only those with the last name that was entered for search criteria.
Visitor Type	Note: Complete this selection BEFORE assigning visitors. Use the Visitor Type drop-down list to select the appropriate visitor type.
Assigned Visitors	Displays a list of visitors assigned to appointments. To remove someone from the list, highlight the visitor's name and click the right arrow. The visitor's name moves from the Assigned Visitors list to the Available Visitors list.
Available Visitors	Displays a list of visitors that can be assigned to an appointment. This list includes new and previous visitors. Select one or more visitor names from the Available Visitors list and click the left arrow to assign them to a scheduled appointment.

Using the appointment monitor

The Visitor Central Appointment Monitor displays a list of invitees that includes the current status, date and time the visitor is expected to arrive and depart, the host, and the ability to change the visitor status to one of the following: pending, arrived, departed, canceled, or no show.

Figure 73. Appointment Monitor



Fields and controls

The following list of fields is available:

Table 51. Appointment Monitor fields

Column	Description
Toolbar	
	Run: Click to refresh and update the window.
	Operator Check-in: Click to allow the operator to check in visitors with/without appointments and scan a drivers license or passport.
	Print: Click to display a print preview window of a report that includes entries from the Appointment Monitor. The operator can export, save, or print the report.
	Help: Click to display the *Visitor Central User Manual*.

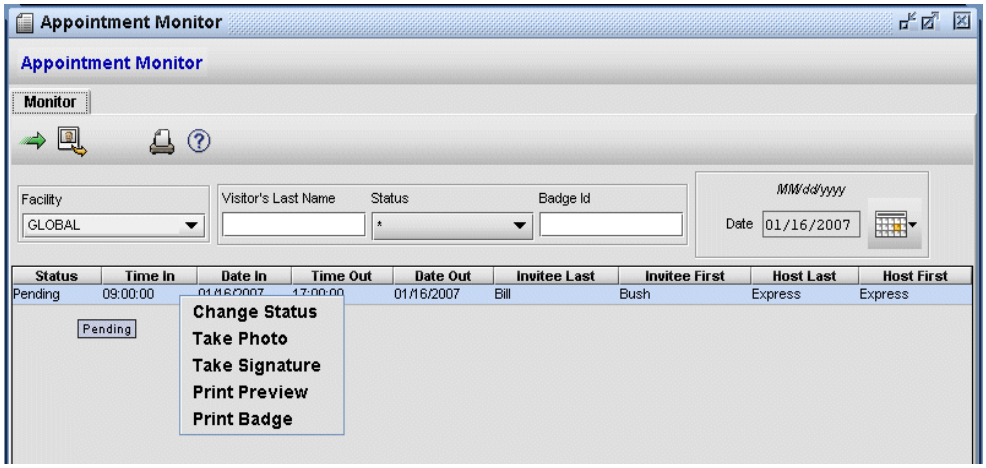
Table 51. Appointment Monitor fields (continued)

Column	Description
Appointment Monitor display pane	
Search fields (entries in these fields narrow the list that displays in the lower pane):	
Facility	Select a facility from the drop-down list of all facilities in the Visitor Central system.
Visitor Last Name	Enter the last name or any part of the last name of the visitor.
Status	Click to display a drop-down list with the following options: pending, arrived, departed, canceled, and no show.
Date	Enter a date in the format requested or select a day on the calendar drop-down.
Visitor list display pane:	
Status	Assign a status for each visitor's appointment during the day. Note: When checking in more than one visitor on the Appointment Monitor, select visitors, right-click to display a shortcut menu, select **Change Status**. Select **Arrived** from the drop-down list. The Select Badge ID window displays for the first in the list of those selected, the operator enters or selects a badge identification number and the system checks in the visitor, then proceeds to each visitor sequentially.
Time In	Displays the time the visitor is expected to check in.
Badge ID	Enter a badge ID or a portion of the ID number with a wild-card character and click **Run** to search and display a visitor based on badge ID number.
Date In	Displays the date the visitor is expected to check in.
Time Out	Displays the time the visitor is expected to check out.
Date Out	Displays the date the visitor is expected to check out.
Invitee Last	Displays the visitor's last name.
Invitee First	Displays the visitor's first name.
Host Last	Displays the host's last name, who invited the visitor.
Host First	Displays the host's first name, who invited the visitor.

To check in a visitor from the appointment monitor:

1. From the **Monitor** menu, select **Appointment Monitor**. The Appointment Monitor window displays as in *Figure 73 on page 146*.
2. Use the **Facility** drop-down list to select the facility that is hosting the visitor.
3. The Appointment Monitor displays the appointment status, arrival time and date, departure time and date, the visitor's last name and first name, and the host last name and first name.
4. Check in a visitor and manually assign a badge ID. On the Appointment Monitor, right-click the arriving visitor name to display a list of options as in *Figure 74 on page 148*.

Figure 74. Appointment monitor with options list

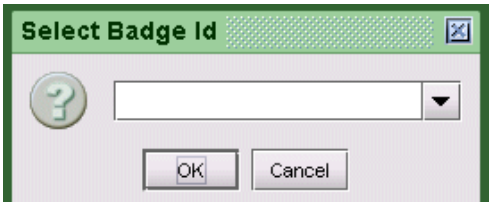


5. Options on the popup include:

   - **Change Status**: Select Pending, Arrived, Departed, Canceled, or No Show. (This is also available as a toolbar drop-down list option.)
   - **Take Photo**: Select to display the capture window. Capture an image of the visitor.
   - **Take Signature**: Select to display the signature capture window. Capture a signature of the visitor.
   - **Print Preview**: Select to preview the badge for accuracy and decide to print or repeat the capture image.
   - **Print Badge**: Select to print the badge.
   - **Custom Info**: If displayed, select to display a window that allows you to complete User Field information. Only those User Fields display that have been configured to display. Refer to *"Configuring user fields" on page 154*. Click **OK** when finished with User Field entries.

6. Select **Arrived** from the **Status** list. A Select Badge ID window displays, allowing the operator to enter a badge identification number or select an identification from a drop-down list. Refer to *Figure 75*.

Figure 75. Select Badge ID



7. Select the drop-down list of available badge IDs and click **OK** or click **Cancel** without assigning a Badge ID.

   Note: When checking in more than one visitor on the Appointment Monitor, select Visitors, right-click to display a shortcut menu, and select Change Status. Select Arrived from the drop-down list. The Select Badge ID window displays for the first in the list of those selected, then the operator enters or selects a badge identification number and the system checks in the visitor and proceeds to each visitor sequentially.

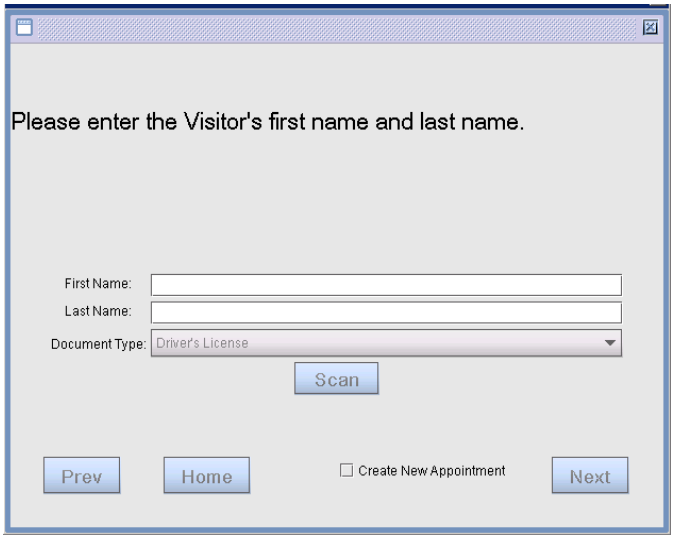
To check in a visitor that has an appointment:

Note: For example, this Visitor may already be checked in due to a previous appointment that same day.

1. From the **Monitor** menu, select **Appointment Monitor**. The Appointment Monitor window displays as in *Figure 73 on page 146*.
2. Use the **Facility** drop-down list to select the facility that is hosting the visitor.
3. The Appointment Monitor displays the appointment status, arrival time and date, departure time and date, the visitor's last name and first name, and the host last name and first name.
4. After reviewing the list, you notice that the Visitor is not listed but has an appointment. Click **Operator Checkin** to display the window as in *Figure 76*.

CAUTION DO NOT click Operator Checkin if the Visitor Central scanner service is already running at this client workstation. The Visitor Central application will close. Only one instance of scanner service is allowed.

Figure 76. Operator Check-in wizard



5. Enter the Visitor first name and last name manually or scan the drivers license or passport. Click **Next**.

   To scan the drivers license or passport:

   a. Select the document type.

   b. **Scanshell 800:** (driver license only) Place the license face down, top first, to the right side of the scanner.

   c. **Scanshell 1000:** (drivers license or passport) Place the document face down, on the top right corner of the glass.

   d. Click Scan.

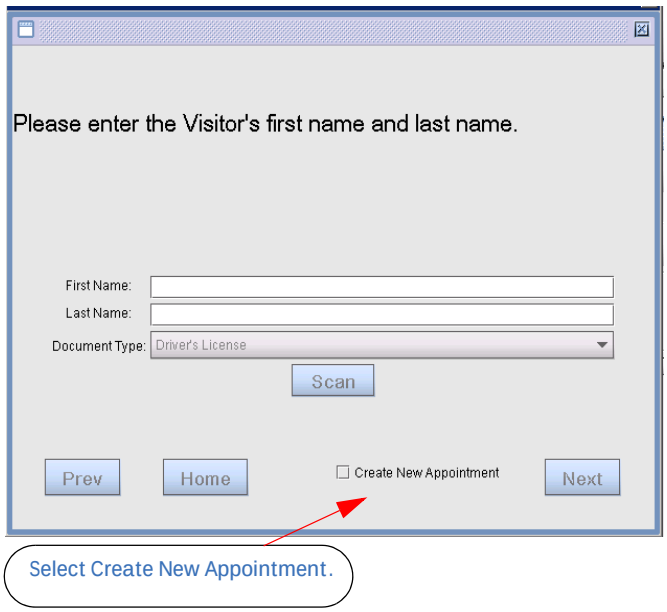
6. A message displays, informing you that the system is unable to find the Visitor's name or the visitor is already checked in. Verify the spelling and click **Next** to display a window allowing you to select a host for the appointment.
7. Select a host and click **Next** to display the information window. Complete all applicable fields. The labels of these User Fields can be configured. Refer to *"Configuring user fields" on page 154*.
8. After centering visitor image in the window, click **Take Photo**. Accept the photo and click **Next** to display a confirmation window.
9. Click **Prev** if you want to return to any previous window in this check-in sequence, click **Home** to cancel your entries and return to the main window, or click **Finish** to complete the check-in and print the badge.

To create an appointment and check in a visitor:

Note: This option allows the user to instantly create an appointment.

1. From the **Monitor** menu, select **Appointment Monitor**. The Appointment Monitor window displays as in *Figure 73 on page 146*.
2. Use the **Facility** drop-down list to select the facility that is hosting the visitor.
3. The Appointment Monitor displays the appointment status, arrival time and date, departure time and date, the visitor's last name and first name, and the host last name and first name.
4. After reviewing the list, you notice that the Visitor is not listed. Click **Operator Checkin** to display the window as in *Figure 76 on page 149*.

Figure 77. No appointment - operator check-in



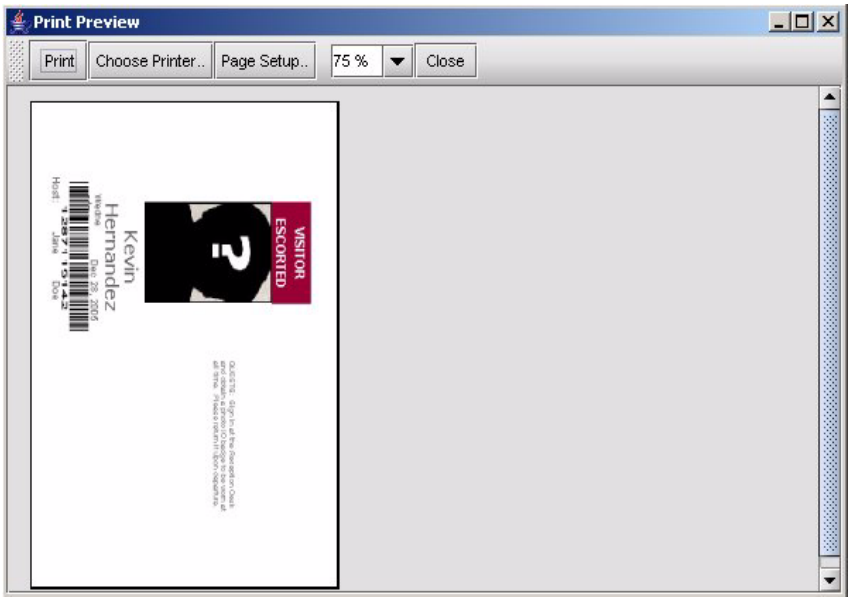
5. Enter the Visitor first name and last name. Select **Create New Appointment**. Click **Next**.
6. If this workstation is configured for signature captures as selected on the Client form, the signature capture window displays. Proceed to capture an image of the visitor signature, accept the signature, and click **Next**.
7. If a match is found, select the matching record. Otherwise, select **No Match Found**. Click **Next** to display the Visitor information window.
8. Verify or complete all applicable fields and click **Next** to display a dialog box allowing you to select the Facility and Visitor Type.
9. Select a **Facility** from the drop-down list. Select a **Visitor Type** from the drop-down list. Click **OK** to continue.
10. If you selected a badge design with an associated photo image field, the 'Take Photo' window displays.
11. After centering your image in the window, click **Take Photo**. Accept the photo and click **Next** to display a confirmation window.
12. Click **Prev** if you want to return to any previous window in this check-in sequence, click **Home** to cancel your entries and return to the main window, or click **Finish** to complete the check-in and print the badge.

Printing a visitor badge

To print a badge, follow these steps:

1. Locate the visitor's name on the Appointment Monitor and right-click to display a menu. The shortcut menu offers three selections:
   - Change Status: See *Using the appointment monitor on page 146* for instructions to change a visitor's status.
   - Take Photo: Click to display the Image Capture Dialog window. See *"Defining personnel (people)" on page 128*.
   - Print Preview: Continue below for instructions.
   - Print: Select this option to print a badge using the default printer.
2. Select **Print Preview**. The Print Preview window in *Figure 78* displays.

Figure 78. Print Preview window



Fields and controls

Table 52. Print Preview fields

Column	Description
Print	Click **Print** to print the badge at the default printer.
Choose Printer	Click **Choose Printer** to display the Print window. The Print window allows you change the print options before sending the badge to the printer.
Page Setup	Click **Page Setup** to display the Page Setup window, which allows you to select paper size, paper source (tray), page orientation, and margins.
Magnification	Use the drop-down list to select magnification levels from 10% to 200%.
Close	Click **Close** to return to the Appointment Monitor.

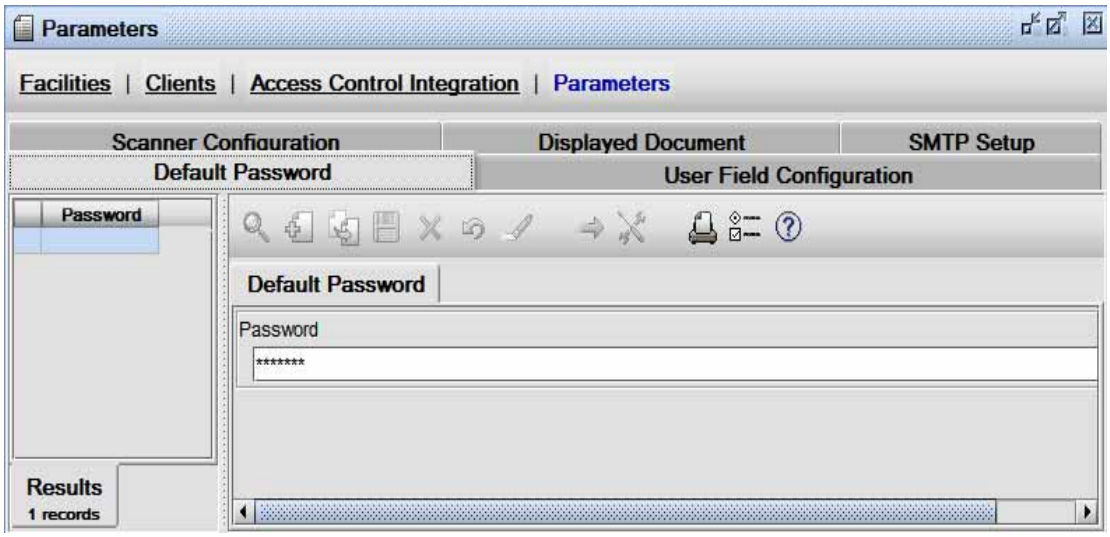
3. Using the options as in *Table 52 on page 152*, preview the badge, set up the printer, set up the page, and print the badge.
4. Click **Close** to close the Print Preview window.

Configuring system parameters

Creating an operator default password

Use this tab to create a default password for a newly created operator, as when you create a new personnel record, and select **Add As Operator** (refer to *"Defining personnel (people)" on page 128*).

Figure 79. Default Password



Fields and controls

The Password field must be populated.

Table 53. User field and description

Field Name	Description
Password	Enter a password to be used as the default for newly created operators, as when you create a new personnel record and select Add As Operator. The password displays in encrypted format. If the person record includes an e-mail address in the E-Mail Address field, then the password is system generated and sent to the e-mail address provided.

Related procedures

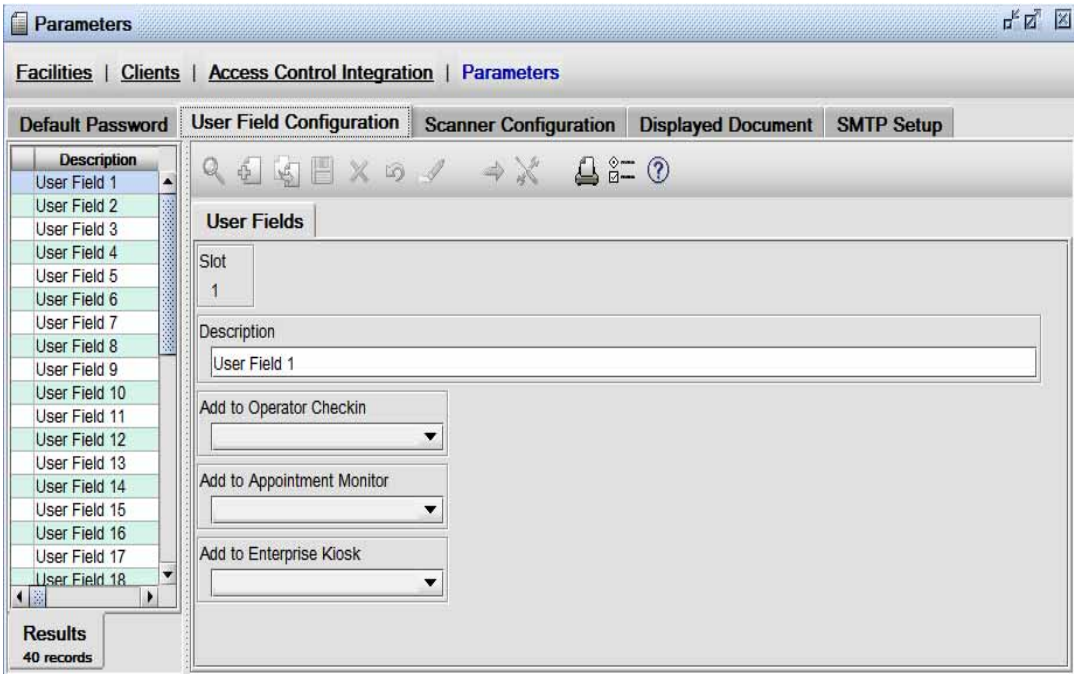
1. From the **Configuration** menu, select **Parameters**, then **Default Password**.
2. When the Default Password window displays, enter a new password or accept the default password of **`install`**. Enter a unique password between 6 and 60 characters in length. The password cannot be deleted.

3. Click **Save**.

Configuring user fields

Use this tab to describe the user fields. (These configurations are a feature of Operator check-ins only. Refer to *"Using the appointment monitor" on page 146*.)

Figure 80. User Field Configuration



Fields and controls

The following list of fields may require additional information.

Table 54. User fields and descriptions

Field Name	Description
Slot	Select a user field from the list. The slot number displays in the Slot field. This is a read-only field.
Description	Enter a description for this user field. This field accepts 60 characters. You may want to add to the existing text and retain the field number. Example: **`User Field 1 DL Number`** Click Save when finished.

Table 54. User fields and descriptions

Field Name	Description
Add to Operator Check-in	Blank: The field is not displayed. Optional: The field displays but an entry is not required. Mandatory: The field displays and an entry is required.
Add to Appointment Monitor	Blank: The field is not displayed. Optional: The field displays but an entry is not required. Mandatory: The field displays and an entry is required.
Add to Enterprise Kiosk	Blank: The field is not displayed. Optional: The field displays but an entry is not required. Mandatory: The field displays and an entry is required.

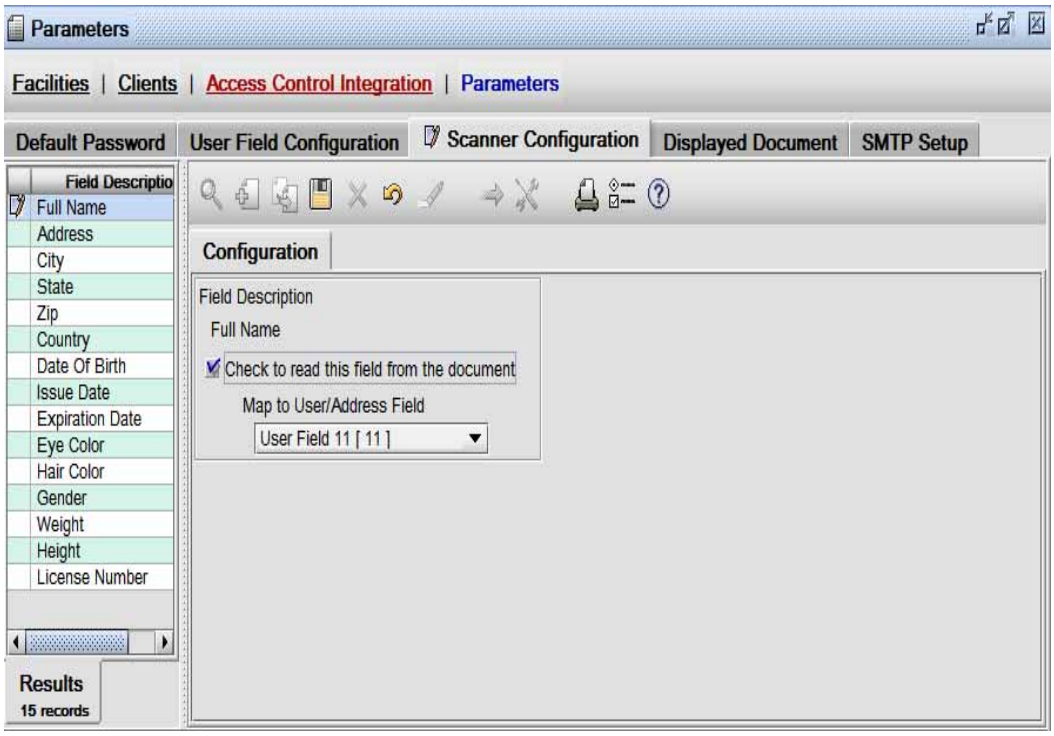
Related procedures

1. From the **Configuration** menu, select **Parameters**, then **User Field Configuration**.
2. When the User Field Configuration window displays, select a User Field from the list box on the left.
3. In the Description, add to the existing text or enter an appropriate description to represent the use of this field.
4. In the **Add to Operator Checkin** drop-down list, select an option. If **Optional** or **Mandatory** is selected here, this information is scanned, saved, and displayed according to the field mapping on the Scanner Configuration tab. Refer to *Mapping scanner configuration fields*.
5. In the **Add to Appointment Monitor** drop-down list, select an option.
6. In the **Add to Enterprise Kiosk** drop-down list, select an option.
7. Click **Save**.

Mapping scanner configuration fields

Use the Scanner Configuration tab to map the scanned document fields to a User Field. The information is retained and displayed on the details page after scanning and during the check-in process.

Figure 81. DL Scanner Configuration window



Fields and controls

Table 55. Scanner Configuration fields

Column	Description
Field Description	Below this read-only statement. is the name of the document field.
Check to read this field from the document	Select to read this field on the drivers license or passport.
Map to User/Address Field	This is a drop-down list of available User Fields and its number and Address Fields. Select which Field to store the information listed in the document field.

Related procedures

1. From the **Configuration** menu, select **Parameters**, then **Scanner Configuration**.
2. When the Scanner Configuration window displays, select a Field Description from the list box on the left.
3. Select **Check to read this field from the document**. This field will be scanned when a visitor is checked in from a kiosk using a driver's license or passport scanner. During the scan, this information is stored in the Visitor Central database.

4. In the **Map to User/Address Field** drop-down list, select a User Field to represent the selected Field Description.

Note: If Check to read this field from the document is selected but the User Field is not mapped on the User Field Configuration tab, then the information will not be stored in the database. No information is stored in the database without displaying to the end user.

5. Click **Save**.

Checking in using the scanner

1. Insert the visitor driver license or passport into the scanner, and then click **Scan**. Scanning begins. When scanning is complete, the window displays first name and last name already entered.

   Note: Inconsistent scanning errors may display such as spelling errors. Verify all information carefully.

2. At this point:
   - If the Visitor has an appointment but may already be checked in, click **Next**. (Refer to *"To check in a visitor that has an appointment:" on page 149*.)
   - If the Visitor does not have an appointment and you need to instantly create an appointment, click **Create New Appointment** and click **Next**. (Refer to *"To create an appointment and check in a visitor:" on page 150*.)
3. If this workstation is configured for signature captures as selected on the Client form, the signature capture window displays. Proceed to capture an image of the visitor signature, accept the signature, and click **Next**.
4. Complete all applicable fields on the information window and click **Next**.

   The labels of these User Fields can be configured. Refer to *"Configuring user fields" on page 154*.
5. From the dialog box that displays, select a Visitor Type and Facility. Click **OK** to display the Take Photo window.
6. The 'Take Photo' window displays. After centering your image in the window, click **Take Photo**. Accept the photo and click **Next** to display a confirmation window.
7. Click **Prev** if you want to return to any previous window in this check-in sequence, click **Home** to cancel your entries and return to the main window, or click **Finish** to complete the check-in and print the badge.

   Note: For faster printing, we recommend that the printer be directly connected to your workstation.

Watch list visitors

Some visitors may be denied entry to the facility. The visitor may be on a Watchlist. Refer to *"Adding a visitor to a watch list" on page 59*. When attempting to check in a visitor that is a member of a watch list, a message may display as in *Figure 82*.

Figure 82. Watchlist notification popup

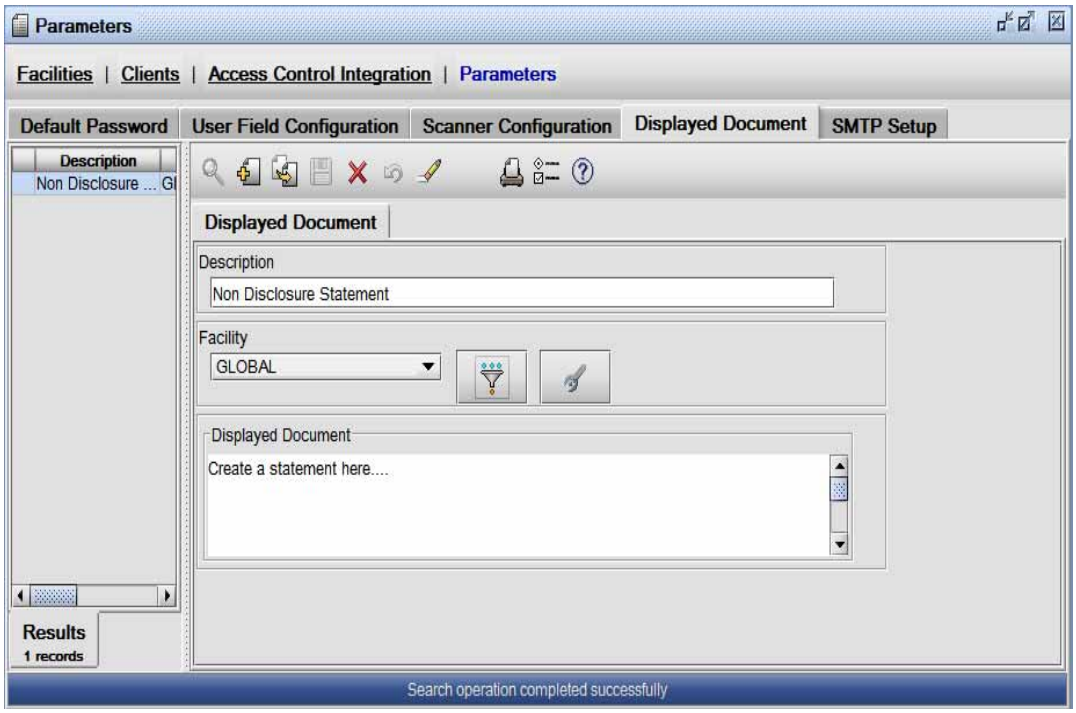
Refer to *"Defining operators" on page 76* for information regarding the override permission. This operator may not have permission to check in a banned visitor.

- Click **Yes** to override the banned status and continue to check in the visitor.
- Click **No** to end the check-in process for this visitor.

Configuring a Displayed Document

If you choose to display a document or statement such as a non disclosure statement on the monitor before a visitor checks in, create and save on the Displayed Document form.

Figure 83. Displayed Document form



Fields and controls

Table 56. Displayed Document form fields

Column	Description
Description	The name used to describe this document.
Facility	Click the drop-down list of available facilities for this operator to assign. After a selection has been made, this field reflects the facility to which this document is assigned.
Displayed Document	Enter the text you want to use by typing over the existing text in the dialog box below this field name.

Related procedures

1. From the **Configuration** menu, select **Parameters**, then **Displayed Document**.
2. When the **Displayed Document** window displays, select a Description from the list box on the left.
3. Select a **Facility**.
4. In the Displayed Document dialog box, enter the text you want to use by typing over the existing text.
5. Click **Save**.

Managing badges

Information on the Badges form identifies the distinct features of a badge record, including the dates of issue, expiration, and who is using this Enterprise badge.

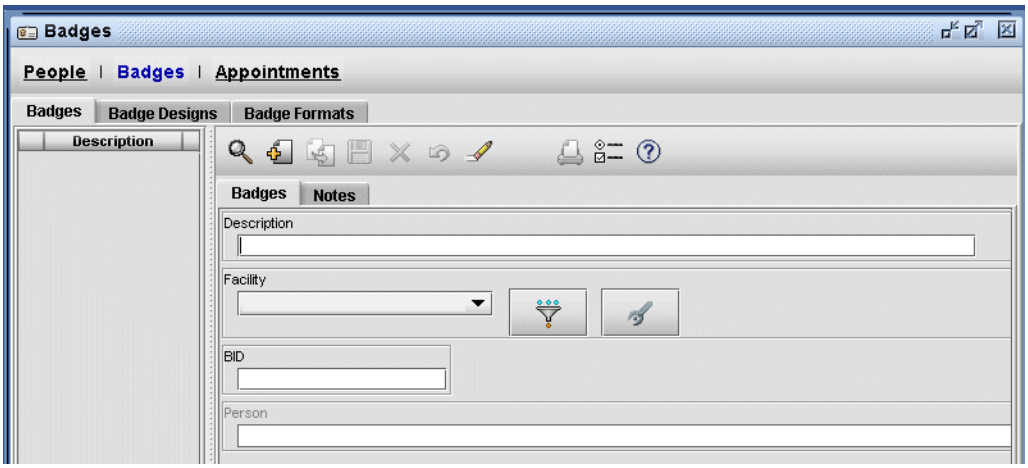
Note: Refer to *"Using Express Check-in module" on page 87* for discussion of Express Check-in badges.

A badge identifies a person to Visitor Central. This is usually a badge with an embedded number that uniquely identifies the badge. The Badges form is used to define a badge by entering specific information, such as the badge number or person to whom this badge is assigned. Click **New** to add a record or click **Find** to display a list of previously created badge records to review or modify.

Defining badges

Use the Badges menu, Badges form, to create, edit, or delete badge definition records.

Figure 84. Badges form



Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 57. Badges form fields

Field name	Description
Description	A person or badge holder can have multiple badges. Type a description that defines the purpose of this particular badge. If you are entering badge records before person assignment, consider entering a badge identification number as the Description. This dialog box accepts up to 32 alphanumeric characters.
Facility	Click Facility to display the facilities list box. Selecting a facility allows the administrator to restrict operator access to those records in a specific facility.
Filter	Click to filter the list by description and/or facility using wildcards and operators.
Manage	Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.
BID	This is a required field and this record is not saved without an entry. Enter the unique encoded number of a badge in this field. The BID displayed is always the actual full BID read from the badge. The BID entered is checked against the Badge Format to ensure it satisfies its specifications. If the BID is acceptable, then the field is updated and the Save button becomes available. Click Save to save the record. This becomes a read only field.
Person	This field indicates the Visitor Central record to which this badge is associated. This field is read only.
Saved Notes	If this badge holder has existing notes applicable to this badge or person record, they display here.
Notes	This is a free-form text field where you can add information applicable to Badge or Person records. *Example: Employee work visa expires on 12/12/05.*

Related procedures

To create a Badge record using the manual method:

1. Select the **Badges** menu, then **Badges** tab.
2. Click **New** .
3. Complete the Badges form fields. For details on completing each field, see *Table 57, "Badges form fields," on page 160*.
4. Enter the BID number into the BID field.
5. Click **Save**.

To change a Badge record:

1. Select the **Badges** menu, then **Badges** tab.
2. Find the appropriate badge record in one of two ways:
   - Click **Find** to display the existing badge holder data.
   - When the Badges form displays, enter search criteria in one or more fields and click **Find** .

   Note: A search using "indexed" fields improves the time required to find the records. Examples of indexed fields on the Badges form include Description or BID.
3. Complete the Badges form for the fields that require updating. For details on completing each field, see *Table 57, "Badges form fields," on page 160*.
4. Click **Save**.

To delete a badge record:

1. Select the **Badges** menu, then **Badges** tab.
2. When the Badges form displays, enter search criteria in one or more fields and click **Find** .
3. Click **Delete** .

CAUTION This procedure removes badge records from the database. Since it is possible to remove badge records that should be retained, you should back up your database before running this procedure.

The Delete button displays on the Badges form toolbar if the correct permissions have been set on the Permissions form for the current operator. The Delete button is used to permanently remove badge records from the Visitor Central database.

Note: Before any badge can be removed, it must have a badge status of Deleted.

4. The Badge Removal popup asks if you want to remove the records. If record dependencies exist (for example, if the badge is assigned to a Personnel record), a list of these records displays. You must remove the dependencies (such as, unassign the badge from the Personnel record) before the badge record can be deleted. If no dependencies exist, click **OK** to confirm your intention to remove the badge records. If you do not want to proceed with the removal process, click **Cancel**.

5. Click **Save**.

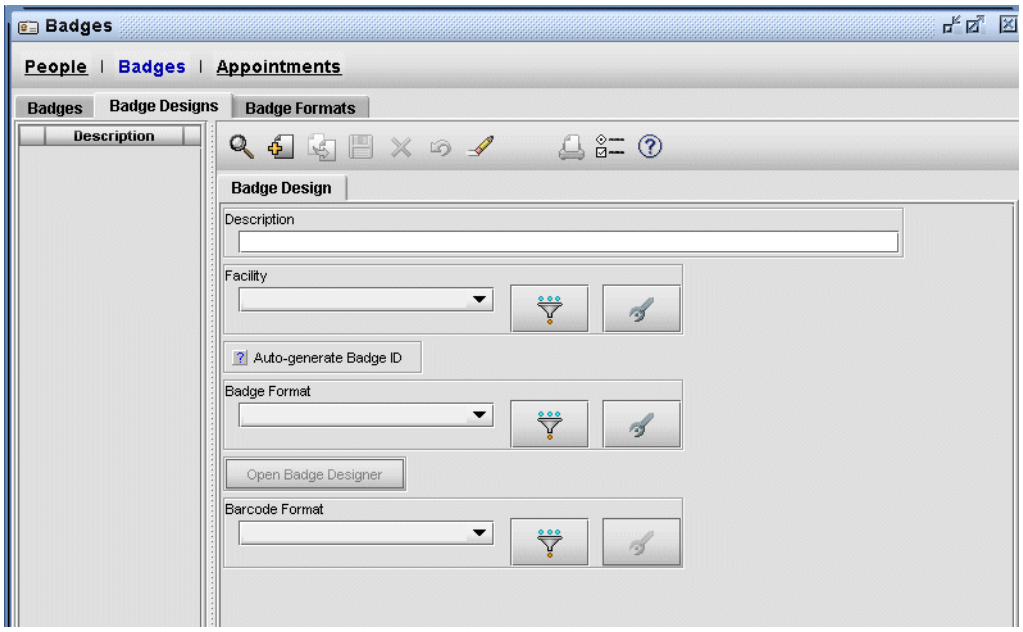
Creating badge designs

The first step in producing printed badges is to create a badge design or badge layout. The design determines the badge size and placement of objects, such as logo, photo, or text fields to display on the badge. A specific design can be selected, at print time, using a design mapping (linking a field with associated information in the database) based on field values in the badge or personnel record, or a specific design can be assigned when printing the badge.

Note: Multiple selection and copying of badge design records does not copy the individual designs associated with each record. A blank design is assigned in such a case. Individual design records may be required if the associated design is to be retained.

Example

Figure 85. Badge Design form



Fields and controls

The following is a list of fields that may require additional information for you to complete.

Table 58. Badge Designs form fields

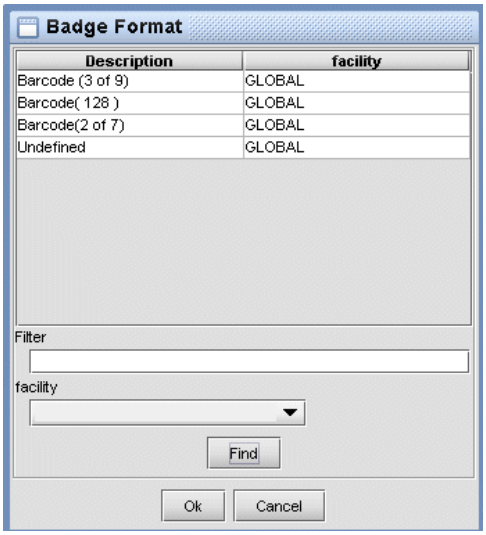
Field name	Description
Description	The name used to describe the badge design. *Example: Monday Design*
Facility	Click the drop-down list of available facilities for this operator to assign. After a selection has been made, this field reflects the facility to which this badge design record is assigned.
Facility Filter	Click to filter the list by description and/or facility using wildcards and operators.
Facility Manage	Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.
Auto-Generate Badge ID	Click to allow the system to generate a BID number each time this badge design is used.
Badge Format	Select from a drop-down list of supported badge formats: • Bar code (128): A variable-length numeric bar code. • Bar code (2 of 7): A bar code allowing numbers consisting of seven elements, two of which are wide. An embedded CRC character is present. • Bar code (3 of 9): A bar code allowing numbers consisting of nine elements, three of which are wide. An embedded CRC character is present. • Undefined: No bar code graphic displays; the actual BID number displays.
Badge Format Filter	Click to display a list box of existing bar code types in your Visitor Central system. The list can be narrowed by filtering your search. 

Table 58. Badge Designs form fields (continued)

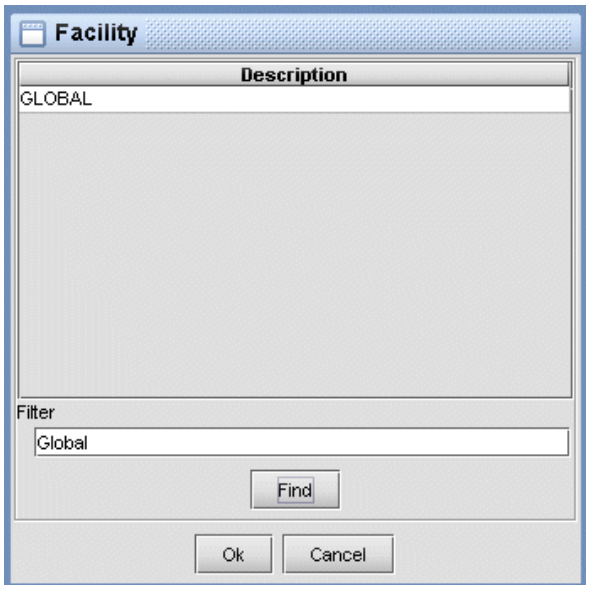
Field name	Description
Badge Format Manage	This button is unavailable.
Open Badge Designer	Click to open the Badge Designer interface. The Badge Designer workspace allows you to create or edit an existing badge design. Refer to *"Badge designer workspace" on page 165*.

Related procedures

To create, edit, or delete a badge design record:

1. From the **Badges** menu, select **Badge Designs** to display the Badge Designs tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field.
4. Select a facility from the drop-down list of available facilities for this operator to assign.
   - Click **Filter** to filter the list by description and/or facility using wildcards and operators. *Figure 86* displays a Facility filter list box with a facility named **GLOBAL**.
   - Click **Manage** to display the Facilities form that enables you to create a new facility record if required at this time.

Figure 86. Facility filter list box



Creating facilities and permissions are discussed in *Chapter 4, Defining Visitor Central permissions and operators on page 65*.

5. Select **Auto-generate Badge ID** if you want the Visitor Central system to assign a BID number automatically.

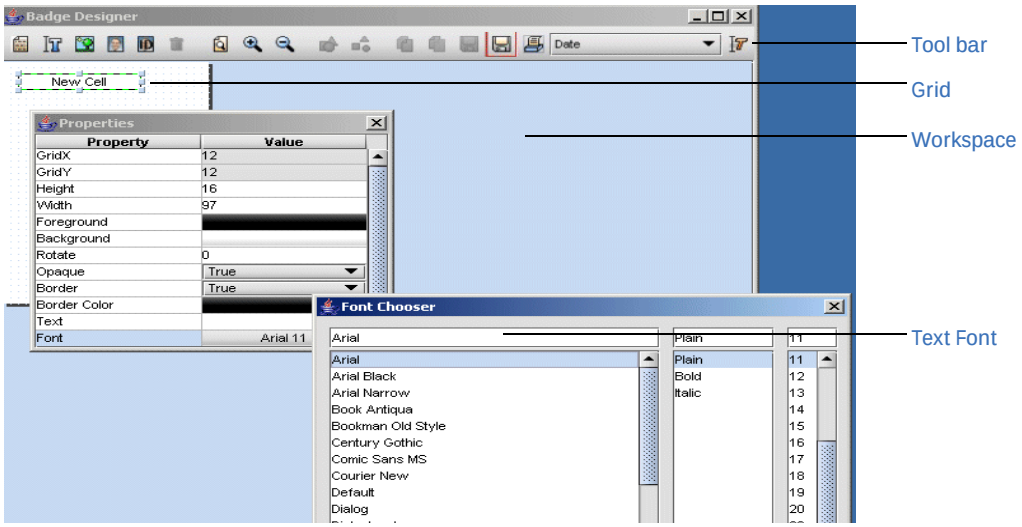
6. Click **Save**. Open Badge Designer becomes available.*"Defining personnel (people)" on page 128*

7. Click **Open Badge Designer** Open Badge Designer to open the designer interface that allows you to create or edit an existing badge design. Refer to *"Badge designer workspace" on page 165*.

Badge designer workspace

When Badge Designer opens, a workspace displays similar to *Figure 87*.

Figure 87. Badge Designer workspace



Note: Whatever font you intend to use for labels or text boxes on your badge design must be installed on the client computer that is printing the badge. To verify the list of available fonts on your computer:

1) Create a sample text box.
1) Right-click any text label on the badge grid to display a shortcut menu and select Properties.
2) When the Properties window opens, select the font Value to display a Font Chooser window.
3) Review the list of available fonts.
4) If a particular font is not installed on your computer, it is not displayed in the Font Chooser window.
5) Proceed to install the new font on your computer, verify the installation, and select the new font in the text boxes of your badge design.

Tool bar

A bar displays across the top of the workspace window as in *Figure 88*. These are the available commands in designing your badge layout.

Figure 88. Badge Designer tool bar

The following list describes the commands found on the Badge Designer tool bar.

Table 59. Badge Designer tool bar

Item	Description
	Click to display the Badge Layout dialog box. Accept the defaults as displayed. This window allows you to select an alternate layout type, orientation, and attributes for height and width in inches. When you have completed the layout options, click OK to close the dialog box and display the badge layout on the grid.
	Click to place a static text box on the badge layout. The text box is movable and resizable. With your pointer in the text box, right-click to display a menu of options for the text. • Edit: Select to edit the text. • Remove: Select to remove or delete the text box. • Properties: Select to open a Properties box with multiple options for property values.
	Click to open a window that allows you to navigate to a directory where your badge images and graphics are stored. For example, you may decide to add a company logo to your badge layout. Select an image and click Open to select and open the graphic, close the window, and place the image onto your badge layout. The Badge Designer accepts files in .jpg, .gif, .tif, and .png formats. This box is movable and resizable. The image is saved to the Visitor Central database. With your pointer in the graphic box, right-click to display a menu of options. • Edit: Select to create or edit the graphic label. • Remove: Select to remove or delete the graphic from the layout. • Properties: Select to open a Properties box with multiple options for property values.
	Click to place a photo box on your badge layout that is a place holder for a photo of the badge holder. This box is movable and resizable. With your pointer in the graphic box, right-click to display a menu of options. • Edit: Select to edit this dynamic photo box label. • Remove: Select to remove or delete the photo box from the layout. • Properties: Select to open a Properties box with multiple options for property values.

Table 59. Badge Designer tool bar (continued)

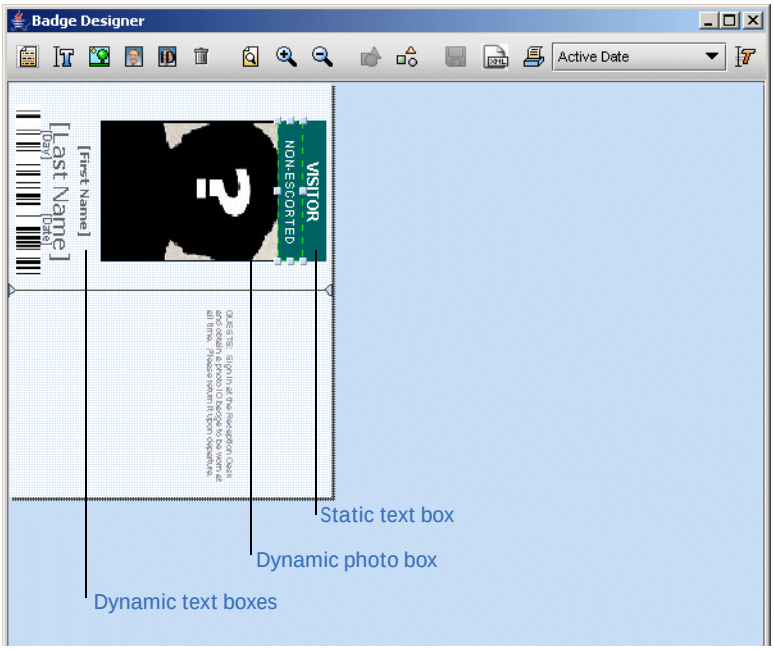
Item	Description
Insert Badge ID	Click to draw a bar code on the badge layout corresponding to the badge ID number, as selected on the Badges form, Badges tab. This box is movable and resizable. With your pointer in the box, right-click to display a menu of options for the bar code. • Edit: Select to edit the bar code label. • Remove: Select to remove or delete the bar code graphic. • Properties: Select to open a Properties box with multiple options for bar code property values.
	Click to delete the currently selected element on your badge layout.
	Click to view the default (normal) view of the badge layout. You may use this option if you have previously zoomed in or out.
	Click to zoom in and enlarge the view of your badge layout.
	Click to zoom out and reduce the view of your badge layout.
	Click to group two or more selected elements on your badge layout. Select the first element, press the Control key, select one or more additional elements, and then click to group.
	Click to ungroup two or more selected elements on your badge layout that are currently grouped together as a unit. Select the grouped elements and click to ungroup.
	Click to save this badge design to the Database Server computer. Note: This design record was previously assigned a name.
	When a badge design is saved to the Database Server, this icon is enabled. Click to save this badge design as an .xml file. With a minimum amount of adjustments to the .xml file, this badge design can be adjusted and used as a badge design for an Express Kiosk.
	Click to display a Print Preview window where you are able to preview a copy of this badge layout design, select a printer, configure a page set, or print a copy of the badge design.
	Click to display a drop-down list of available dynamic text fields in the Visitor Central database. Scroll through the drop-down list of various available text fields. When you make a selection, proceed to select the dynamic text box tool that creates the dynamic text box on your badge layout. *Examples: Last name, first name, facility, department and active date are frequently used selections.*
	Click to create a dynamic text box on the badge layout. This text box is a place holder and is replaced by the badge holder information when the badge is printed. This box is mapped to the text entry in the Personnel record. The text box is movable and resizable.

Grid

The Badge Designer opens with a workspace to design your badge layout. Click **Badge Layout** to display a dialog box allowing you to select a layout type, orientation, and attributes for height and width in inches. When you have completed the layout options, click **OK** to close the dialog box and display a design grid for your selected badge layout.

Figure 89 displays a size 3.25 by 2-inch sample badge design.

Figure 89. Badge Designer grid with layout



Related procedures

To create or edit a Badge Design record:

1. From the **Badges** menu, select the **Badge Designs** tab to display the Badge Design tab.
2. Click **Find** to display a current list of records.
3. Select an existing record from the list box at the left or click **New** and enter a new description in the Description field.
4. Select a facility from the drop-down list of available facilities for this operator to assign.
   - Click **Filter** to filter the list by description and/or facility using wildcards and operators. *Figure 86 on page 164* displays a Facility filter list box with a facility named **GLOBAL**.

- Click **Manage** to display the Facilities form that enables you to create a new facility record if required at this time.

Creating facilities and permissions are discussed in *Chapter 4, Defining Visitor Central permissions and operators on page 65*.

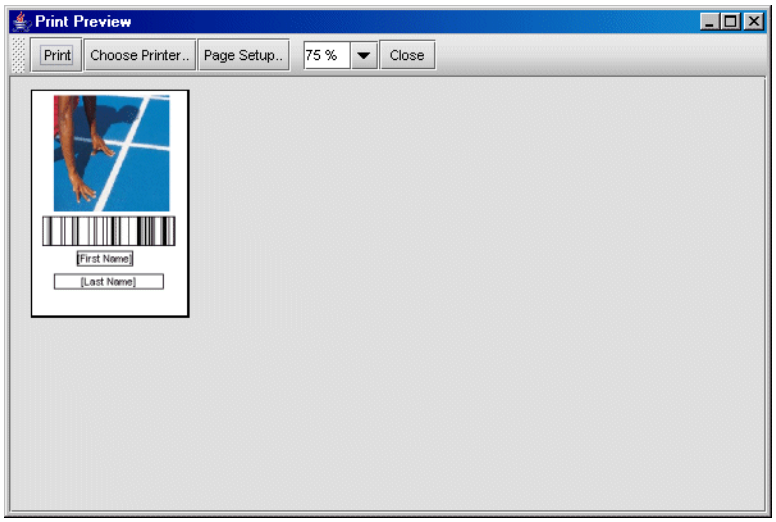
5. Click **Open Badge Designer** Open Badge Designer to open the designer interface that allows you to create or edit an existing badge design. Click **Save** to save this badge design to the Database Server computer. Refer to *Table 59, Badge Designer tool bar* for assistance in designing your badge.

   Note: Following a save to the Database Server, this badge design can also be saved to the local computer as an .xml file.

   - Click Save to XML. A Save window displays. Navigate to the location where the .xml file is to be saved.
   - Name the file, for example escort.xml. Click Save. This badge design is saved on the local computer only.
   - With a minimum amount of adjustments to the .xml file, this badge design can be adjusted and used as a badge design for an Express Kiosk. For additional details, refer to *".xml badge designs saved from Badge Designer" on page 104*.

6. To preview, choose a printer, or configure a page setup for printing, click **Print Preview**. A window displays as in *Figure 90 on page 169*.

Figure 90. Print Preview form



7. Print Preview allows the following options:

   - Click **Print** to print the badge design.
   - Click **Choose Printer** to select a printer from a drop-down list of available printers.
   - Click **Page Setup** to adjust the page size, source, orientation and margins.

     Note: This is important if you are using this printer for other applications or you are using multiple badge designs with multiple orientation.

- Click to adjust percent of size displayed in the window.
- Click **Close** to close this window.

Note: For faster printing, we recommend that the printer be directly connected to your workstation.

8. Click **Close** when you are finished with the Print Preview options.
9. Click **Save** when you are finished with your badge design layout and then exit Badge Designer.
10. Click **Save** to save your badge design record.

Adding a bar code

It is important to familiarize yourself with the type of bar code you are using, and to set the corresponding properties and values. You should first refer to your hardware documentation for information on the types of bar codes supported by the badge reader you have purchased and the type of data the bar code can accept.

Note: For successful bar code scanning results, we recommend badge ID of 10 to 12 digits.

Visitor Central supports the following bar codes:

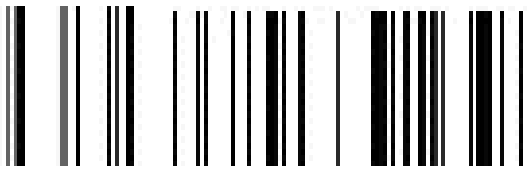
- Bar code (128): A variable-length numeric bar code.
- Bar code (2 of 7): A bar code allowing numbers consisting of seven elements, two of which are wide. An embedded CRC character is present.
- Bar code (3 of 9): A bar code allowing numbers consisting of nine elements, three of which are wide. An embedded CRC character is present.

Drawing a bar code

To draw a bar code, perform these steps:

1. On the Badge Designer toolbar, click **Insert Badge ID** .
2. Draw the bar code as you would any other design object.

Figure 91. Sample bar code



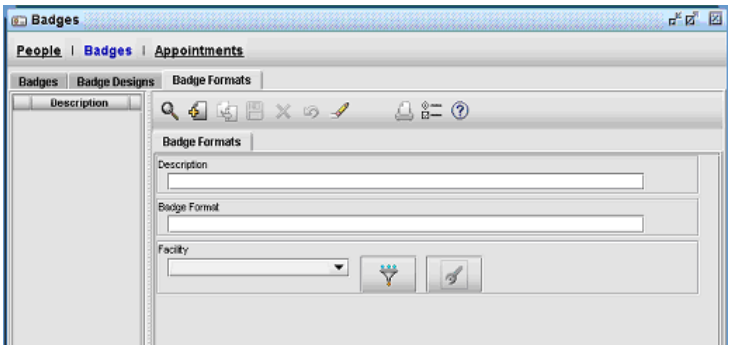
3. Right-click the bar code to display a shortcut menu and select **Properties**.
4. When the Properties box opens, select options and their corresponding value until you have properly configured your bar code.

Defining custom badge formats

Use the Badge Formats form to create, edit, or delete badge format records. Currently, there are two default system-created badge format records available:

- Standard 10-digit badge (used for generating a 10-digit automatic BID)
- Standard 12-digit badge (used for generating a 12-digit automatic BID)

Figure 92. Badge format form



Fields and controls

The following list of fields may require additional information.

Table 60. Badge formats fields and descriptions

Field name	Description
Description	Enter a description for this badge format. Maximum 60 characters. *Example: Standard 16-digit badge*
Badge Format	Enter the badge format in the following format: **<data1>%<integer>s<data2>** Total number of digits in (<**data1**> + <data2>) + (the integer value between % and s) cannot exceed 20. *Example:* **111%10s999** *which means this format should auto generate BIDs of 16 digits starting with 111 and ending with 999.* *where* *<data1> and <data2> are optional and variable.* *%<integer>s is mandatory.* *Alpha characters are not accepted.* *FCWnx ACU systems only:* For FCWnx ACU systems, the badge ID format consists of a four digit company code followed by a four digit site code, and then the card number (if applicable). After you enter the badge ID format, Visitor Central validates the existence of the company and site code in your FCWnx ACU system. You are not allowed to define a new company and site code in Visitor Central. Refer to the FCWnx User Manual for additional details.

Table 60. Badge formats fields and descriptions

Field name	Description
Facility	Click the drop-down list of available facilities for this operator to assign. After a selection has been made, this field reflects the facility to which this badge format is associated.
Filter	Click to filter the list by description and/or facility using wildcards and operators.
Manage	Click to display the Facilities form. You are able to create a facility record if a record does not yet exist for a specific facility.

Related procedures

To create a custom badge format, follow these steps:

1. Select the **Badges** menu, then **Badges** tab.
2. Click **New** .
3. Complete the Badge Formats form fields. For details on completing each field, see *Badge formats fields and descriptions*.
4. Click **Save**.

Implementing a custom badge format

In this example, we create a custom badge format and implement the badge format into a custom badge design.

1. From the **Badges** menu, select **Badge Formats**.
   - Create a **`Custom Badge Format`** record.
   - Click **Save**.
2. From the Badges menu, select Badge Design.
   - Create a badge design record, for example: **`CustomBadgeDesign`**.
   - Verify that **Auto-generate Badge ID** is checked.
   - From the drop-down list, select the Badge Format as **Custom Badge Format**.
   - Click **Save**.
3. From the **Appointments** menu, select **Visitor Type**.
   - Create a Visitor Type record with a description of **`Custom Visitor Type`**.
   - Assign a badge design of **CustomBadgeDesign**.
   - Click **Save**.
4. From the **People** menu, select **Appointments**.
   - Create an appointment for a visitor.
   - Select Invitee List and assign the visitor type **Custom Visitor Type**.

- Click **Save**.

5. From the **Appointment Monitor**, select one of the visitor names.
   - Check in the visitor by changing the Status to **Arrived**.
   - With the visitor name selected, right-click and select **Print Badge**.
6. The printed badge contains a badge ID in the format specified in, *Defining custom badge formats* on page 171.

Note: The same result can be achieved by designing a custom badge in the Badge Designer application. Include a badge format field, save as an .XML file, and upload the custom badge design to the expressconfig.xml file as instructed in *".xml badge designs saved from Badge Designer" on page 104*.

Configuring Enterprise Kiosk pages

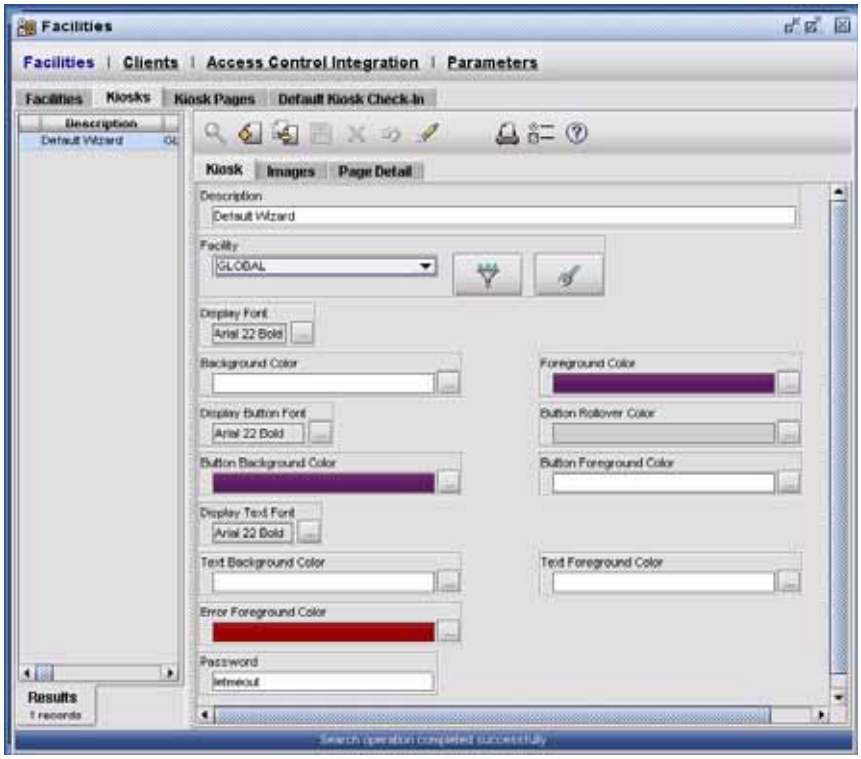
Visitor Central allows you to customize each page of the Enterprise Kiosk. The Kiosk application offers multiple pages that can be customized with the company logo, page color, fonts, and more. Visitor Central supports one Enterprise Kiosk custom scheme per facility.

- Use **Kiosks** to select the Enterprise Kiosk page color, background and foreground colors for text and buttons. Refer to *Customizing the Enterprise Kiosk on page 174*.
- Use **Kiosk Pages** to customize the text that displays on each page and the text for the navigational buttons. Refer to *Configuring Enterprise Kiosk pages on page 176*.
- Use **Images** to import the company name and logo files. The company name and logo are created by importing graphic image files. Visitor Central supports JPG and GIF file formats. Refer to *Adding graphic images to pages on page 179*.
- Use **Page Detail** to arrange the page order, if necessary. Refer to *Changing page order on page 181*.

When the Enterprise Kiosk customization is complete, launch the Enterprise Kiosk application to review the results. If the results are not what was expected, continue to make changes until the results are satisfactory.

Customizing the Enterprise Kiosk

Figure 93. Configuring an Enterprise Kiosk with Kiosks tab



Fields and controls

The following list of fields may require additional information.

Table 61. Kiosk fields and descriptions

Field name	Description
Description	Enter a description for this Enterprise Kiosk scheme. Maximum 60 characters.
Facility	Use the drop-down list to assign this Enterprise Kiosk scheme to a facility.
Display Font	Click **Browse** to display the Font Chooser window. Select the font, font style (plain, bold or italic), and font size. The display font represents the text that displays on the pages, which includes the greeting and any instructions you may want to include.
Background Color	Click **Browse** to display the Color Picker window. Select a color to change the background color of the Enterprise Kiosk pages.
Foreground Color	Click **Browse** to display the Color Picker window. Select a color to change the text color on the Enterprise Kiosk pages.
Display Button Font	Click **Browse** to display the Font Chooser window. Select the font, font style (plain, bold or italic), and font size. The display font represents the text that displays on the buttons.

Table 61. Kiosk fields and descriptions

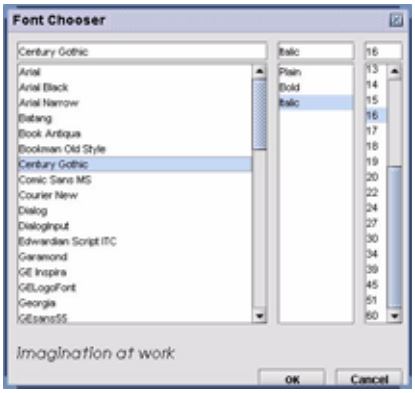
Field name	Description
Button Rollover Color	Click **Browse** to display the Color Picker window. Select a color to change the button color when the mouse moves over the button.
Button Background Color	Click **Browse** to display the Color Picker window. Select a color to change the button background color.
Button Foreground Color	Click **Browse** to display the Color Picker window. Select a color to change the button foreground color, which is the text color.
Display Text Font	Click **Browse** to display the Font Chooser window. Select the font, font style (plain, bold or italic), and the font size. The display font represents the text that displays in the fields, which includes where the visitor enters their name and other information.
Text Background Color	Click **Browse** to display the Color Picker window. Select a color to change the text field background where the visitor enters their name and other information.
Text Foreground Color	Click **Browse** to display the Color Picker window. Select a color to change the text that displays in the fields where the visitor enters their name and other information.
Error Foreground Color	Click **Browse** to display the Color Picker window. Select a color to change the text that displays in the field where an error message displays.
Password	Enter the password to use when exiting the Enterprise Kiosk.

Related procedures

To customize the Kiosk application, follow these steps:

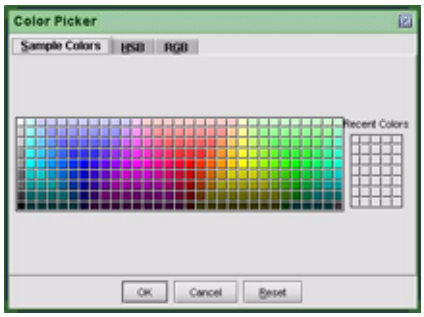
1. From the **Configuration** menu, select **Facilities**. The Facilities window displays.
2. Select the **Kiosks** tab. The Kiosk window shown in *Figure 93 on page 174* displays.
3. Enter a description to identify the Enterprise Kiosk.
4. Use the **Facility** drop-down list to associate a facility to this kiosk. Visitor Central limits one Enterprise Kiosk configuration per facility.
5. In the **Display Font** field, click **Browse** to display the Font Chooser window as shown in *Figure 94*.

Figure 94. Font Chooser



6. Select the font type and size to display on the Enterprise Kiosk pages. Click **OK**.
7. In the **Background Color** field, click **Browse** to display the Color Picker window.

Figure 95. Color Picker

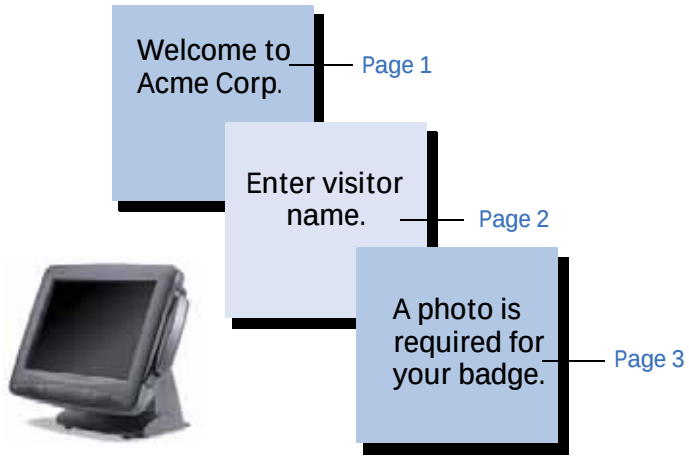


8. Select a color for the background pages of the Enterprise Kiosk. Click **OK**.
9. In the **Foreground Color** field, click **Browse** to display the Color Picker window. Select a color for the text that displays on the Enterprise Kiosk pages. Click **OK**.
10. In the **Display Button Font** field, click **Browse** to display the Font Chooser window. Select a font that displays in the text fields. This represents the text displaying on the buttons, such as Next and Previous. Click **OK**.
11. In the **Button Rollover Color** field, click **Browse** to display the Color Picker window. Select a color for the button when a mouse moves over the button. Click **OK**.
12. In the **Button Background Color** field, click **Browse** to display the Color Picker window. Select a color for the button background. Click **OK**.
13. In the **Button Foreground Color** field, click **Browse** to display the Color Picker window. Select a color for the text that displays on the button. Click **OK**.
14. In the **Display Text Font** field, click **Browse** to display the Font Chooser window. Select a font that displays in the text fields. This represents the fields where the visitor enters their name to locate their appointment. Click **OK**.
15. In the **Text Background Color** field, click **Browse** to display the Font Chooser window. This represents the background of the fields where the visitor enters information. Click **OK**.
16. In the **Text Foreground Color** field, click **Browse** to display the Font Chooser window. This represents the text displaying in the fields where the visitor enters information. Click **OK**.
17. In the **Error Foreground Color** field, click **Browse** to display the Color Picker window. This represents the foreground of the error fields. Click **OK**.
18. In the **Password** field, enter the password that is required to exit the Enterprise Kiosk.
19. Click **Save**.

Configuring Enterprise Kiosk pages

Visitor Central allows you to create pages, add text, and change the sequence in which the pages display. *Figure 96* shows an Enterprise Kiosk with a sample of the pages used to check in visitors.

Figure 96. Kiosk with sample pages

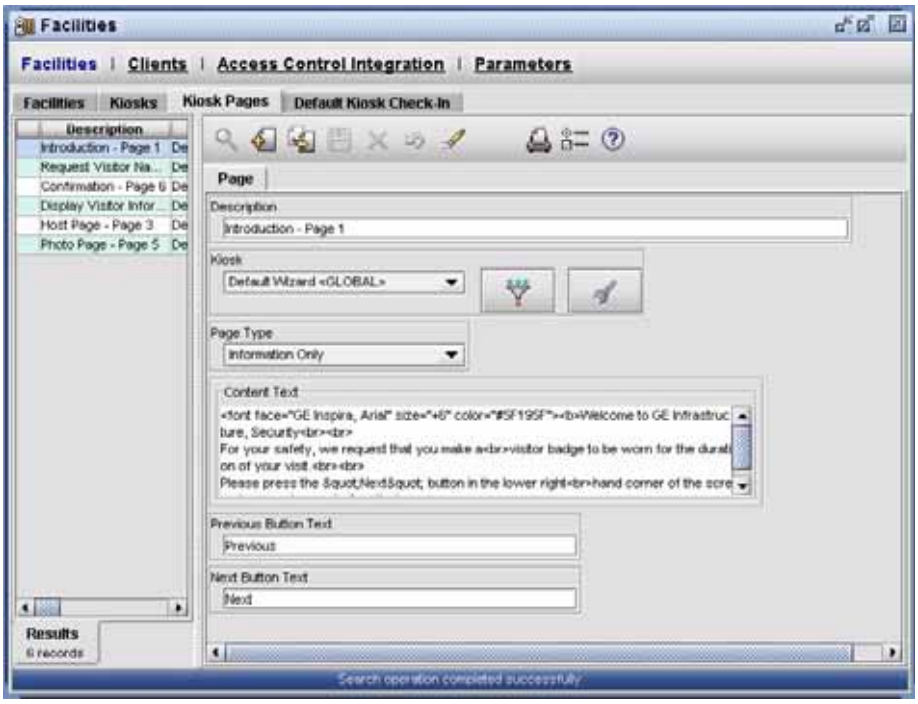


All kiosk pages contain the company name, logo, Previous and Next buttons, and the information text that displays at the top of the pages. Photo Capture and Visitor Information pages must follow the query page. Although you can add pages and change the order they display, the logical page sequence is:

- **Information only** contains the company name, logo, and additional text. The company name is created by importing a graphic image file (JPG or GIF).
- **Query for visitor information** contains text fields to enter the visitor's first and last names.
- **Display visitor information** displays the visitor's name, address, and contact information.
- **Photo capture** allows the visitor to take their own photo to display on the badge.
- **Query for host information** displays multiple host's names. This occurs when multiple appointments are created for more than one visitor with the same name by different hosts.

Figure 97 on page 178 displays the kiosk pages form.

Figure 97. Kiosk Pages with Page tab



Fields and controls

The following list of fields may require additional information.

Table 62. Page fields and descriptions

Field name	Description
Description	Describe the Enterprise Kiosk color scheme. Visitor Central limits one Enterprise Kiosk color scheme per facility. Use a naming convention to easily identify the page, such as Page 1 Welcome. Use *Changing page order on page 181* to change the page sequence.
Kiosk	Use the drop-down list to associate this color scheme on the Enterprise Kiosk with a facility.
Page Type	Use the drop-down list to assign a page type to the page being created.
Context Text	Enter the text to display on the page.
Previous Button Text	Enter the text to display in the Previous button.
Next Button Text	Enter the text to display in the Next button.

Related procedures

To customize the Enterprise Kiosk pages, follow these steps:

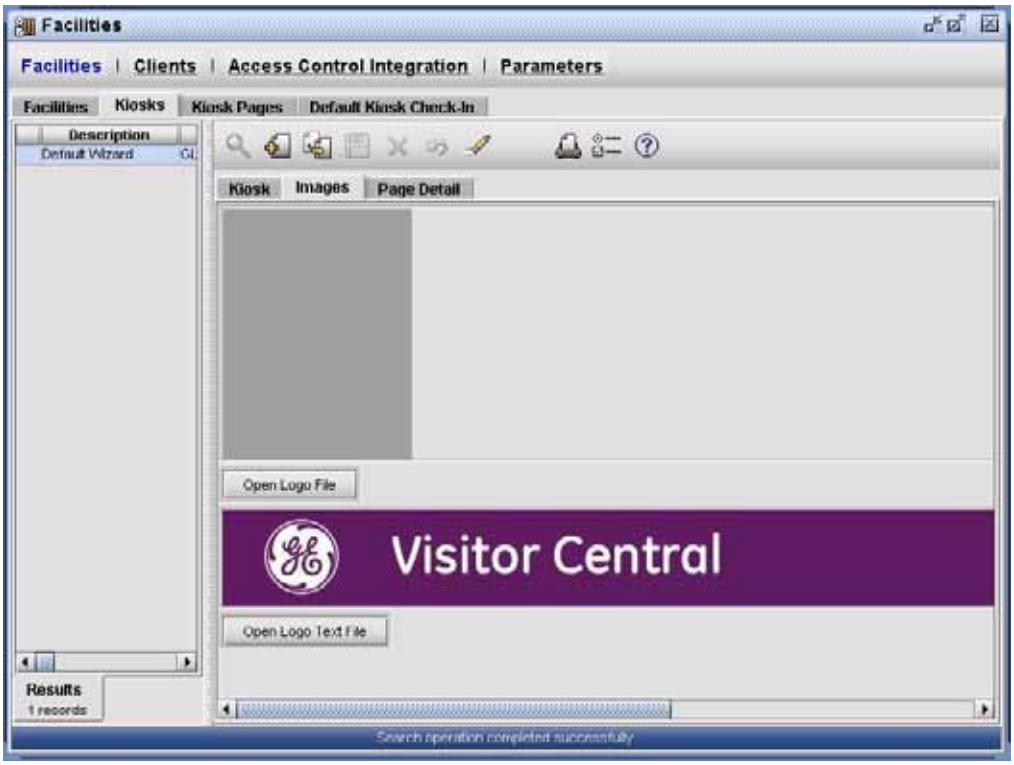
1. From the **Configuration** menu, select **Facilities**. The Facilities window displays.
2. Select the **Kiosk Pages** tab. The Page window displays as in *Figure 97 on page 178*.

3. Enter a description to identify the page, such as **`Page 1 Boca Raton Facility`**.
4. Use the **Kiosk** drop-down list to select the Enterprise Kiosk name.
5. Use the **Page Type** drop-down list to select the page type. The page types include: Information Only, Query for Visitor Information, Photo Capture, Display Visitor Information, and Query for Host Information.
6. Use **Content Text** to enter the information which displays only on this kiosk page.
7. In the **Previous Button Text** field, enter the text which displays on the button used to return to the previous page.
8. In the **Next Button Text** field, enter the text which displays on the button used to move forward to the next page.
9. Click **Save**.

Adding graphic images to pages

Use Images to import the company logo and company name.

Figure 98. Kiosks with Images tab



Fields and controls

The following list of fields may require additional information.

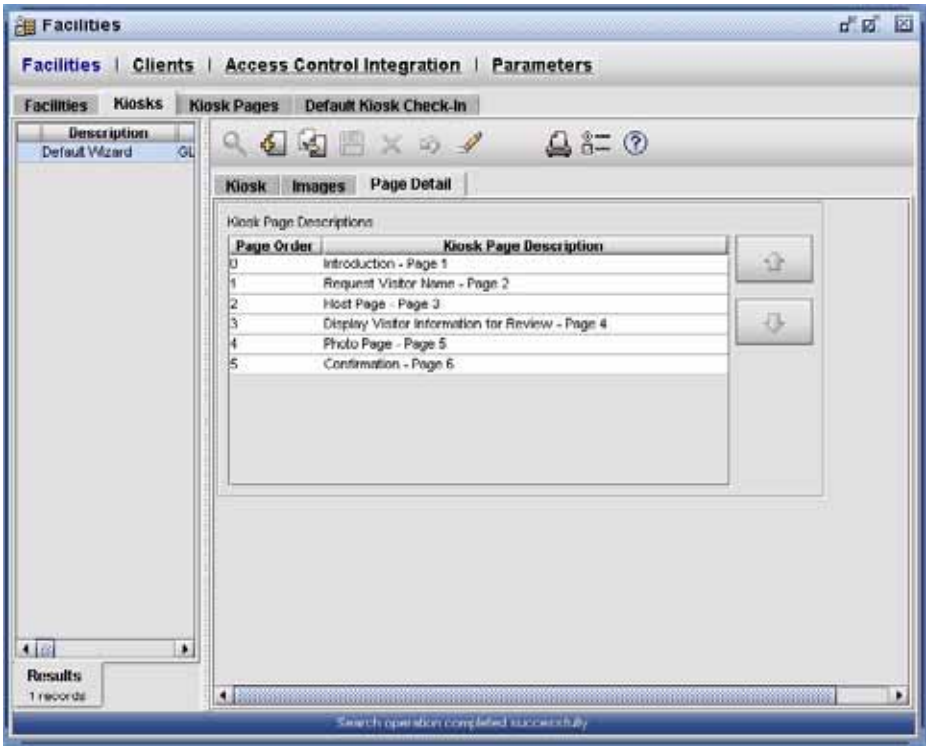
Table 63. Images fields and descriptions

Field name	Description
Open Logo File	Click to display the Open window. Navigate to the file location where the logo graphic file is stored. Select the file and click **Open**. The logo graphic image displays.
Open Logo Text File	Click to display the Open window. Navigate to the file location where the text graphic file is stored. Select the file and click **Open**. The text graphic image displays.

Changing page order

Use the Page Detail tab to change the page order.

Figure 99. Kiosks with Page Detail tab



Fields and controls

The following list of fields may require additional information.

Table 64. Page Detail fields and descriptions

Field Name	Description
Kiosk Page Descriptions	Click the Search icon to display the Enterprise Kiosk descriptions. Select an Enterprise Kiosk from the list and then use the Up arrow or Down arrow to position the page in the correct order. Click Save when finished.

Configuring default Enterprise Kiosk Check-in

Use the Default Kiosk Check-in tab to configure a default check-in field for all visitors.

Fields and controls

The following list of fields may require additional information.

Table 65. Default Kiosk Check-In fields and descriptions

Field Name	Description
Select Default Check-In Fleld	First Name/Last Name: This is the system default selection and are the fields that display on the default Visitor Central Enterprise Kiosk Check-in window.
	User Field: Select this radio button if you want to choose another field to display as the default Visitor Central Kiosk check-in field. Then, use the drop-down list to select and assign the appropriate field.

Creating database reports

The operator is able to generate an express report of checked in and checked out visitors using the Preregistration module. This was discussed in *Generating an Express report on page 118*.

The Reports feature described here provides an interface to the Visitor Central database, which allows you to use ANSI standard SQL select statements to query the database and generate reports. The SQL query function allows unlimited selection criteria and up to eight sort criteria. The relational database allows a query to join separate database tables into one report.

Fields and controls

The following is a list of fields that may require additional information.

Table 66. Reports

Element	Description
Select a Report Category	When you select a category, the existing reports in that category display in the Select a Report list pane. You can create a new category by clicking **New Category**, rename an existing category by clicking **Rename Category**, or delete a category by clicking **Delete Category**.
Select a Report	A list box from which you can open a predefined report. Select the report. If report permissions are enabled, only the reports to which the operator has access are displayed.
SQL Keywords and Operators	This list box displays SQL reserve words, relational operators, and logical operators which you select and apply to an SQL statement. When you select a name and click **Apply**, the name displays wherever your cursor is located in the Enter SQL Statement window.
SQL Variables	This list box displays pre-defined variables.
Table Names	Select and apply table names to SQL statements after FROM. This list box includes all the table names in the Visitor Central database, and each contains different types of data that you may want to include in your report. When you select a table name and click Apply, the name displays wherever your cursor is located in the Enter SQL Statement window.
Column Names	Select and apply column names from the Column Names list box which includes all the column names in the selected database table. When you select a column name and click Apply, the name displays wherever your cursor is located in the SQL window.

Table 66. Reports (continued)

Element	Description	
Enter SQL Statement	Enter the following SQL reserved words in the SQL window to form the beginning of each SQL clause. Use all caps to differentiate the reserved words from the rest of the clause. Only the SELECT clause and the FROM clause are required. WHERE and ORDER BY are optional. SELECT FROM WHERE ORDER BY Instead of typing these names, you can select and apply words from the SQL Keywords and Operators list box.	
Query Parameters	The Query window allows you to specify search criteria for your report. If you do not specify any criteria, the report contains all information from the selected database table. If you have a large database table, the report may run out of space requiring you to limit your query by specifying search criteria.	
	Text fields	You can insert or edit text in these fields by selecting the field and typing the text. Text can contain wildcard characters. The asterisk (*) is a wildcard indicating 0 or more characters. The question mark (?) is a wildcard indicating a single character. *Example: You could query alarm history for all records with associated badge encode numbers starting with 123 by typing 123* in the Badge Encode Number field.*
	Combo Boxes	Clicking one of these buttons causes a list box to display. From this list you can choose an item or you can enter your own text by editing the text field at the bottom of the window. *Example: If you want to query the history database by micro, click the Micro button and the list box lists all defined micros for the system. You can select one of these micros from the items list. Click OK in the list box to specify which micro the report covers.*
	Date Time Ranges	History contains a date and time stamp of when the transaction occurred. Use the date and time range boxes to specify date and/or time ranges for the report. You can specify either a Daily or Continuous date/time query. Daily refers to what happened between a start and end time each day from start to end date. Continuous refers to what happened from start date at start time through end date at end time. *Example: Suppose you want to know what happened between 8AM and 5PM during the month of December 2003. Enter 12/1/03 as the start date, 12/31/03 as the end date, 8:00 as the start time and 17:00 as the end time and click Daily. In contrast, leave the dates and times as specified for the Daily example, but click Continuous. Now you would get all information on what happened starting at 8AM on the 1st of December through 5PM on the 31st.*
	List Boxes	Some query windows contain list boxes that allow multiple selections for valid and invalid transactions. By selecting any of the items in the list, you are querying for only those records that satisfy that condition.
	Toggle Buttons	Toggle buttons allow you to specify values for various conditions. By clicking any of these buttons, you are querying only those records that satisfy that condition.
	Submit	Accepts your changes and runs the report.
View Results	Click to view a list of the data records included in the report.	
Header	Specify text to be used as a header to be printed at the top right of every page.	

Table 66. Reports (continued)

Element	Description
Footer	Specify text to be used as a footer to be printed to the left of the page number at the bottom of every page.
New	Click to create a new report.
Save	Saves the current report with the existing title and current changes. Use the Save As command to assign a new title to a new report.
Save As	Allows you to save the current report under a different name, with the original report still existing under the previous name. The Save As window displays. Type a new name for the current report, then click Save As to save it and exit the window.
Delete	Select the report, then click Delete. Click OK to exit the window. This option displays only if you have operator permission to delete. Note: If report permissions are enabled, only the reports to which the operator has access is displayed.
Clear	Clears the form to create a new report.
Run	Click to generate the report, which displays in the View Results tab. There is no limit on the amount of data returned by the select statement, and the View Results window shows how many data records are in the report. When there are more than 1000 rows, it also shows you the current page and the total number of pages. If there are more than 1000 rows found, the first 1000 can be viewed using the scroll bars; click Next Page to see more. To view the previous 1000 rows, click Prove Page. Click Go to Page to access a particular page.
Print	Allows you to preview the way the entire report displays when printed. The Print Report window allows you to print to PDF to create an electronic copy, or print to the local printer.

Creating a report

To create a report, follow these steps:

1. From the **Report** menu, select **Reports**. The Reports window displays.
2. From the **Select a Report Category** list pane, select a category for this report, such as *My Reports*. When you select a category, the existing reports in that category display in the Select a Report list pane. To create a new category, click **New Category** or to rename an existing category, click **Rename Category**.
3. From the **Table Names** list pane, select the database table to extract the data, such as *alarm_color*. The Column Names list pane displays the columns in the database when it is selected.
4. Enter the SQL statement. Refer to the topic SQL Syntax for more information on how to write an SQL statement. The only required elements include the type of data to include (SELECT) and the database table to extract the data (FROM) in the format:

   SELECT <Column Name>, <Column Name> FROM <Table Name>

   For example:

   a. From the **Table Names** list pane, select **alarm**.

   b. From the **SQL Keywords and Operators**, select **SELECT** and click **Apply**.

c. From the **Column Names** list pane, select the columns that you want to include in the report, such as Foreground Color (**fg_color**) and Background Color (**bg_color**). Separate the columns to be included with commas. Click **Apply**.

d. From the **SQL Keywords and Operators**, select **FROM** and click **Apply**.

e. From the **Table Names** list pane, select **alarm**. Click **Apply**.

f. Click the **Header/Footer** tab and enter text to display at the top and bottom of each page of the report.

g. From the tool bar, click **Run** .

h. From the tool bar, click **Save As** . Select the report category and enter a title for the report.

i. Click **Print** to display the Print Preview page, which allows you to save the report as a PDF (Portable Document Format) or print to the local printer.

Note: For faster printing, we recommend that the printer be directly connected to your workstation.

j. Click **Save** . This icon is not available if all required information is not entered or if you do not have the required permissions for the form.

Viewing a report

To view a report, follow these steps:

1. From the **Reports** menu, select the **Report** menu item, then click the **Report** tab.
2. From the **Select a Report Category** list pane, select the category for this report, such as *My Reports*. When you select a category, the existing reports in that category display in the **Select a Report** list pane.
3. To open an existing report, select it from the **Select a Report** list pane, then from the toolbar, click **Run** .
4. Click **Print** to display the Print Preview page, which allows you to save the report as a PDF (Portable Document Format) or print to the local printer.

   Note: For faster printing, we recommend that the printer be directly connected to your workstation.

5. Click **Save** . This icon is not available if all required information is not entered or if you do not have the required permissions for the form.

SQL variables

Visitor Central supports an expanded version of SQL variable syntax. The SQL Variables list box contains a list of pre-defined "template" versions of the four types of variables described below.

User defined variables may be embedded directly into the SQL syntax by enclosing the variable inside brackets {}. It is up to the operator to put double quotes outside the variable as needed for character fields. The variable is detected when the operator clicks **Run**, and the Variable window displays. When the operator completes the value and clicks **OK**, the report executes. The value is then substituted in place of the variable.

SQL supports a maximum of ten variables in the SQL select statement. If there are no variables detected, the Report Variables window does not display.

Multiple words with spaces for substitution variables cannot be supported for column descriptions. SQL allows the operator to make the decision regarding the choice of variables and their textual descriptions.

Table 67. SQL variables

Variable and sample	Interface	Output
{$text|label}	Text field with a label	Replaces tag with user-supplied text.
Sample: SELECT * FROM badge_history WHERE last_name="{$text|Last Name:}"		
{$facility_set}	None	Replaces tag with comma-delimited list of active facility ids for the current operator.
Sample: SELECT * FROM badge_history WHERE facility IN ({$facility_set})		
{$single_choice|label|query}	Drop-down list with the given label, and entries generated by the given query. The query should select only two columns: the first one is the value for the option, the second is the label for the option to be displayed in the drop-down.	Replaces tag with value (not label) of choice selected by operator.
Sample: SELECT * FROM badge_history WHERE dept="{$single_choice|Department:|SELECT id, description FROM department}"		
{$multiple_choice|label|query}	Group of check boxes with the given label, and check boxes generated by the given query. The query should select only two columns: the first one is the value for the check box, the second is the label for the check box to be displayed in the drop-down.	Replaces tag with comma-delimited values (not label) of check boxes selected by operator.
SELECT * FROM badge_history WHERE dept="{$multiple_choice|Department:|SELECT id, description FROM department}"		

SQL keywords

In an SQL select statement, only the SELECT clause and the FROM clause are required. The other clauses are optional.

SQL is case sensitive. For example, if you specify %Door%, the query finds anything with the word Door in initial caps, but does not find the word DOOR in all caps. To include both, type:
WHERE description = "%Door%" OR "%DOOR%"

The SQL database stores information in tables. A table is a collection of information organized into columns and rows. Each table contains one or more columns. A column contains one specific type of information, such as last_name. Each row contains all the data about one of the records the table describes. A row contains one or more columns. In your SQL select statement, the SELECT clause limits the columns and the WHERE clause limits the rows.

You can create direct relationships between tables when you query a database to generate a report. The report displays data from several different tables as if the data belongs to a single table.

Table 68. SQL clauses

Clause	Description
Select	Use to find data from selected columns in a table. The report retrieves columns of data and lists the data under each column heading in the report. The sequence of column names in the SELECT clause determines the sequence of column headings on the report title bar.
From	Use to name the tables where the selected data is located. You can include (join) multiple database tables. For example, the following (unfinished) SQL select statement retrieves data from the category, badge, and department tables. Notice that each column name in the SELECT clause has a table indicator. If there is more than one table, identify each column name with the table name, since identical column names that belong to different tables cause an ambiguous error. SELECT badge.last_name, category.description, department.description FROM badge, department, category. The above SQL statement is unfinished because it requires a WHERE clause. The WHERE clause is discussed next. When selecting columns with the same name from multiple tables, make sure to specify the display table. For example: SELECT reader. description reader, area.description area FROM reader, area
Where	Use the WHERE clause to set conditions on the select statement so that the query finds only selected (not all) rows in a table. The WHERE clause describes acceptable values for one or more columns. Use relational operators after the WHERE keyword, followed by search conditions or descriptions of the rows you want to find. When your search conditions include a column name, a relational operator, and a value, enclose character values in quotation marks.
Order by	Use to sort the ROWS FOUND (data records returned). The report can sort by any column name; however, it is faster to order by columns that are indexed, such as last_name and description. If the SQL statement does not specify the sorting order, Informix-SQL creates an index in ascending order: that is: A to Z for character fields, low to high for number and money fields, from earlier to later in time and date fields, and from smallest time span to largest time span for interval fields.
Like	Use after a column name to specify a value or pattern that data must match in order to be found. Characters typically used in a LIKE string are: % A percent character matches zero or more characters. _ An underscore character matches any single character. The SQL select statement retrieves a list of reader descriptions from the reader table where the reader description starts with the characters Lob and ends with zero or more unspecified characters.

Logical operators

Use AND, OR, and NOT IN to connect one or more search conditions that create a comparison condition.

Table 69. Logical operator descriptions

Logical operator	Description
AND	Use to retrieve data that matches both of the values connected by AND.
OR	Use to retrieve data that matches either one of the values connected by OR.
NOT IN	Use to filter data that you do not want in the report.

Relational operators

Relational operators describe a relationship between two values. Use the following characters as relational operators in a WHERE clause.

The following SQL select statement retrieves data for employees with last names that start with the letter A or above and also start with letters below G; in other words, last names that start with the letters A through F.

```
SELECT last_name, employee, FROM badge WHERE last_name >= "A" AND last_name < "G"
```

Table 70. Relational operator descriptions

Character	Description
+	Equal to
<>	Not equal to
!+	Not equal to
>	Greater than
<	Less than
>=	Greater than or equal to
<=	Less than or equal to

What's next?

Refer to *Chapter 8, Using the Enterprise Kiosk on page 189*.

Chapter 8 Using the Enterprise Kiosk

This chapter describes how to use the Enterprise Kiosk.

In this chapter:

Using a Visitor Central Enterprise Kiosk 190
Calibrating the scanner 190
Starting the Visitor Central Enterprise Kiosk 191
Changing status of an appointment invitee 193
Exiting Enterprise Kiosk 194

Using a Visitor Central Enterprise Kiosk

The Visitor Central Kiosk application allows visitors to check in for their appointments.

Prerequisites

In order for a workstation to be a Kiosk Check-in, the following prerequisites must be met:

1. The Client installation is complete (with Custom installation, Appointment Kiosk) Refer to *"Installing Visitor Central client" on page 32*.
2. A camera driver is installed and the device is connected and recognized by JMF. To verify that the camera is operating, see *"Testing camera operations" on page 227*.
3. Install, connect and calibrate the scanner according to instructions received with the device.
4. Install and connect a signature capture tablet. Select the appropriate Signature Capture device as explained in Table 23.
5. On the Parameters form, User Fields must be configured as Optional or Mandatory and mapped for use while scanning and storing drivers license information. Refer to *"Configuring user fields" on page 154* and *"Mapping scanner configuration fields" on page 155*.

Calibrating the scanner

Note: If the scanning device was connected at the time that you installed Visitor Central Client from CD, the scanner was automatically installed.

1. Install and connect the scanner to the appropriate client, according to instructions received with the device.
2. Valid USB drivers for the scanner are installed on the appropriate client.

   Note: Before starting the Visitor Central Enterprise Kiosk, the VC Scanner Service must be stopped.

   1) Click Start, select Settings, Control Panel, Administrative Tools, and then Services.
   2) Scroll down the list of services to find VC Scanner Service.
   3) Select and then right-click to display the short cut menu.
   4) Select Stop.

   OR

   1) Click Start, select Programs, Visitor Central, then VC Scanner Controller.
   2) When the window opens, click Stop.

3. Start the Visitor Central Enterprise Kiosk. A message displays asking if you want to calibrate the scanner now.
   - **Scanshell 800:** Place the calibration sheet in the scanner, and then click **OK**.
   - **Scanshell 1000:** Close the scanner flap, which contains the calibration sheet, and then click **OK**.
4. Click **Yes** to start calibration.

Starting the Visitor Central Enterprise Kiosk

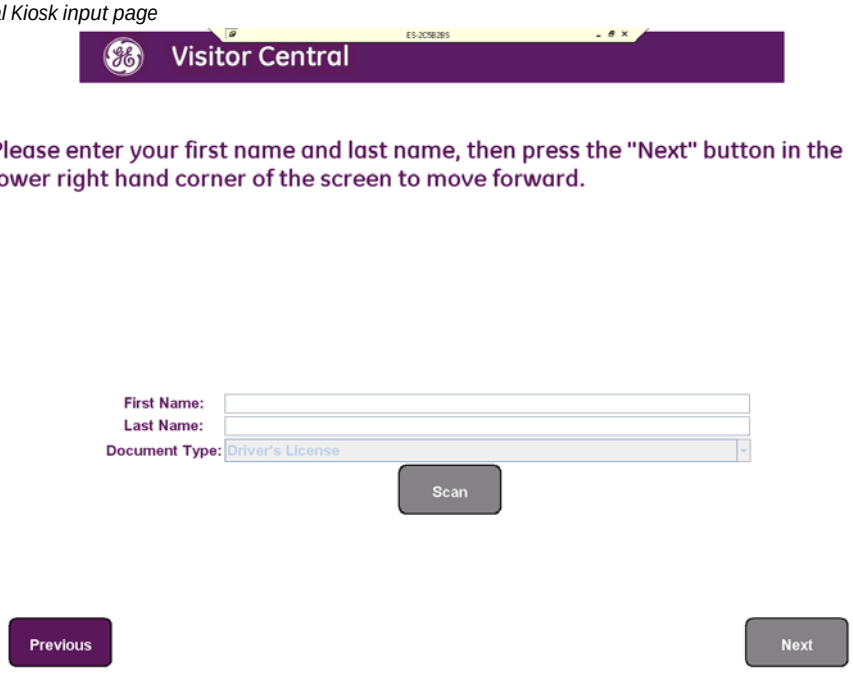
1. Click **Start**, then select **Programs**, **Visitor Central**, and then **Enterprise Kiosk Station**.
2. A password reminder displays to remind the user how to exit the application.
3. Read the exit reminder and click **OK** to continue.
4. Read the Welcome window and click **Next**.

Checking in

5. A window displays as in *Figure 100*.

Note: At any time, click F1 to exit the Enterprise Kiosk application. Enter the password. (The default password is `letmeout`.) Click OK.

Figure 100.Visitor Central Kiosk input page


Visitor Central
Please enter your first name and last name, then press the "Next" button in the lower right hand corner of the screen to move forward.
First Name:
Last Name:
Document Type:
Driver's License
Scan
Previous
Next

Fields and controls

The following list of fields may be required.

Table 71. Login window

Field Name	Description
First Name/Last Name	Enter visitor first name and last name.
Document type	Select the document type that will be scanned (Driver's License or Document). Scanshell 800: driver's license Scanshell 1000: driver's license or passport
Scan	You have the option of scanning a drivers license or passport using a supported scanner attached to the Visitor Central workstation. Position the document into the scanner, and then click Scan. When scanning is complete, a window opens with first name and last name already entered. If the scan fails, you are requested to continue manually.
Previous	Click to go back one screen.
Next	Click to advance and continue checking in.

Related procedures

Note: At any time, click F1 to exit the Enterprise Kiosk application. Enter the password. (The default password is `letmeout`.) Click OK.

To check in at the Kiosk:

1. Read the welcome window and click **Next**.
2. A check-in page displays. Enter the Visitor first name and last name manually or scan the drivers license or passport. Click **Next**.

   To scan the drivers license or passport:

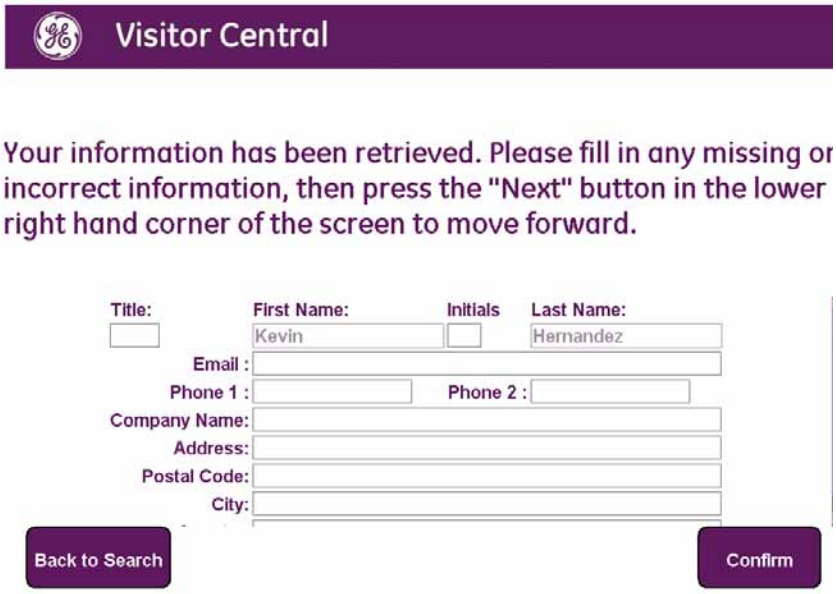
   a. Select the document type.

   b. **Scanshell 800:** (driver license only) Place the license face down, top first, to the right side of the scanner.

   c. **Scanshell 1000:** (drivers license or passport) Place the document face down, on the top right corner of the glass.

   d. Click Scan.
3. Click **Next** to continue.
   - If the visitor has multiple hosts, a window with host names displays from which the visitor is able to select a host. Click **Next**. A window displays similar to *Figure 101*.
   - If this workstation is configured for signature captures as selected on the Client form, the signature capture window displays. Proceed to capture an image of the visitor signature, accept the signature, and click **Next**.
   - If the visitor information is retrieved, a window displays similar to *Figure 101*.

Figure 101.Retrieving information.



4. Review the information displayed.

   Note: Inconsistent scanning errors may display such as spelling errors or incomplete photographs. Verify all information carefully.

   - If the displayed information is incorrect, click **Back to Search**. Enter visitor name again using search criteria or ask for assistance from the attendant.
   - If the displayed name is correct, complete any missing information and click **Confirm**.

5. One of the following scenarios occurs:

   - If the visitor is a first-time visitor, the Take Photo window displays. After centering their image in the window, click **Take Photo**.
   - If no camera is connected, a message displays, informing the user that a capture device is not found or not connected properly. If the user has a problem or does not see a message displayed, see the system attendant.
   - If the Visitor Central database contains an existing photo, the photo displays here. Click **Next**.

6. The visitor photo is captured and window displays informing the user that the badge is printing. See the attendant. Click **Finish** to complete the check-in process.

   Note: If you are not authorized to check in, a message displays in the window to contact a local attendant.

Changing status of an appointment invitee

1. Change the visitor status by selecting one or more visitor names on the Appointment Monitor and right-click to display the action menu. Refer to *Using the appointment monitor on page 146*.
2. Use the drop-down list to select the appropriate status. Click **OK**. The Appointment Monitor displays the status change.

Exiting Enterprise Kiosk

To close and exit the application:

1. Press the F1 key.
2. Enter the password. (The default password is **`letmeout`**.)
3. Click **OK**.

Chapter 9 Integrating access control

This chapter describes how to use the Access Control Integration feature of Visitor Central.

In this chapter:

Overview 196
Prerequisites 196
Licensing for access control integration 197
Updating the hosts file 198
Integrating access control and Visitor Central 199
Verifying imported data and export configuration 206
Configuring access rights/categories for visitor types 207
Checking in visitors 209
Checking out visitors 210

Overview

This chapter provides direction for importing or bringing relevant personnel information into Visitor Central from a secondary database. This eliminates entering identical information into more than one database. For example, if personnel information such as name, address, department, identification number, and employment status is already available in an access control database along with an image and person type, that information can be imported into Visitor Central as personnel data.

Instructions are also included for synchronizing the two databases after updates are made in Visitor Central.

Prerequisites

Refer to the appropriate sections for prerequisite tasks in preparation for access control integration:

Note: If you are integrating with Secure Perfect or FCWnx, verify that the Visitor Central user doing the import is also a user with 'Read' permission for the Secure Perfect or FCWnx Images folder. In Secure Perfect or FCWnx, right-click the Images folder, Sharing tab, Permissions button. Is the Visitor Central user a member of the listed group and is the permission set to allow Read?

If using Express Kiosk module:

1. License for access control integration. *"Licensing for access control integration" on page 197*
2. Set up configuration. *"Access control integration setup" on page 202*
3. Synchronize and import data. *"Synchronizing and importing" on page 203*
4. Create and export configuration. *"Creating export configuration" on page 204*
5. Configure .xml files. *"Used with Express Kiosks" on page 207*
6. Time sync the Visitor Central system and the access control system.

If using administrator's module:

Note: The Enterprise Kiosk now supports access control integration.

1. License for access control integration. *"Licensing for access control integration" on page 197*
2. Set up configuration. *"Access control integration setup" on page 202*
3. Synchronize and import data. *"Synchronizing and importing" on page 203*
4. Create and export configuration. *"Creating export configuration" on page 204*
5. Ensure that the badge design for corresponding visitor type does not have **Auto Generate ID** selected on the Badges form, Badge Designs tab. *"Managing badges" on page 159*
6. Select the applicable **Available Categories/Access Rights** for the visitor type on the Appointments form, Visitor Type tab. *"Making an appointment" on page 143*
7. Ensure that the number of characters in the badge identification number is identical to what is allowed in the access control system. Check with the access control system administrator and then refer to *"Managing badges" on page 159*.
8. Time sync the Visitor Central system and the access control system.

Licensing for access control integration

Integrating access control with Visitor Central begins with the appropriate licensing. During the licensing process, select the appropriate access control system with which you are going to integrate. The choices of database integration include the following:

- Picture Perfect 2.0 (Verify that you have the latest patch.)
- Picture Perfect 4.0
- Secure Perfect 6.1.x
- FCWnx 7.0 SP3 and 7.5

Continue to follow the licensing sequence as previously instructed in *Licensing Visitor Central on page 30*.

Integrating with Picture Perfect

1. Stand-alone:
   - Visitor Central Server computer should be communicating with the Picture Perfect Server.
2. Redundant:
   - At any time, Visitor Central Server should be communicating with the primary Server of the Picture Perfect system.
   - If a primary Server for Picture Perfect should fail, and a backup Server takes on the role of primary Server, you need to configure the acting primary Server following the steps beginning with *Integrating access control and Visitor Central on page 199*.
3. Enterprise:
   - At any time, Visitor Central Server for checking in or out of visitors should be communicating with the network host of the Picture Perfect system.

   Note: While importing, if Imaging is not installed on the network host, import the data from the Server that has Imaging package installed.

   - The Visitor Central process of checking in or out occurs at the host Server of the Picture Perfect Enterprise system. The host then communicates updates to all subhosts.

Integrating with Secure Perfect

1. Stand-alone Server:
   - Visitor Central Server computer should be communicating with the Secure Perfect Server.
2. Enterprise Clustering:
   - At any time, Visitor Central Server should be communicating with the primary Secure Perfect Server of the Secure Perfect system.
   - Database operations such as Insert, View, Update, Modify, and Delete are done from the primary Server. The backup Server is View Only.
3. Enterprise Global configuration:
   - At any time, Visitor Central should be communicating with the Global Database Server of the Secure Perfect system.

Integrating with FCWnx

1. Stand-alone Server:
   - Visitor Central Server computer should be communicating with the FCWnx Server.
2. Enterprise Clustering:
   - At any time, Visitor Central Server should be communicating with the primary FCWnx Server of the FCWnx system.
   - Database operations such as Insert, View, Update, Modify, and Delete are done from the primary Server. The backup Server is View Only.
3. Enterprise Global configuration:
   - At any time, Visitor Central should be communicating with the Global Database Server of the FCWnx system.

Updating the hosts file

The IP address and Server name of the access control system must be entered in the **hosts** file of the Visitor Central Server and client computers. The hosts file typically resides in one of the following folders:

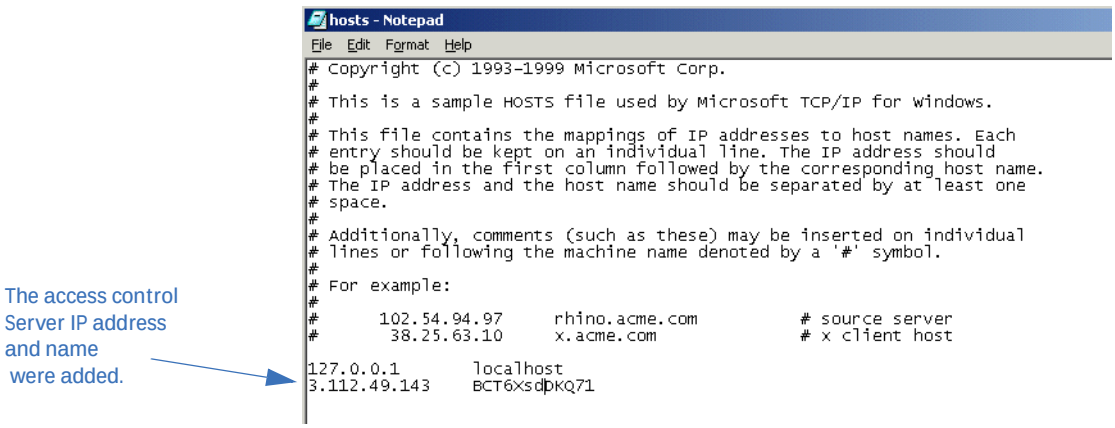
C:\WINDOWS\system32\drivers\etc

C:\WINNT\system32\drivers\etc

Related procedures

1. Open the **hosts** file in a text edit application such as Notepad.
2. Carefully add the IP and Server name to the list in the format indicated by the previous entry. It should look similar to *Figure 102 on page 198*.
3. From the File menu, select **Save**.
4. Close the hosts file.

Figure 102.Hosts file


hosts - Notepad
File Edit Format Help
Copyright (c) 1993-1999 Microsoft Corp.
#
This is a sample HOSTS file used by Microsoft TCP/IP for Windows.
#
This file contains the mappings of IP addresses to host names. Each
entry should be kept on an individual line. The IP address should
be placed in the first column followed by the corresponding host name.
The IP address and the host name should be separated by at least one
space.
#
Additionally, comments (such as these) may be inserted on individual
lines or following the machine name denoted by a '#' symbol.
#
For example:
#
102.54.94.97   rhino.acme.com   # source server
38.25.63.10   x.acme.com   # x client host
127.0.0.1   localhost
3.112.49.143   BCT6XsdDKQ71
The access control Server IP address and name were added.

Integrating access control and Visitor Central

Following the licensing process, log in to Visitor Central. Access Control Integration now displays on the Configuration menu. Select to display the Access Control Integration form. Use this form to set up, configure, and synchronize your Visitor Central database with your access control database.

Fields and controls

The following is a list of fields on the Access Control Integration form.

Table 72. Access Control Integration fields

Field name	Description	
Setup tab		
	Database Hostname	Enter the name of the host access control computer on which all access control data resides.
	Port Address	Enter the port address selected during installation. Picture Perfect: 1960 is the default or 1970 if encryption is enabled. Secure Perfect or FCWnx: For SQL 2000 or MSDE: • From the command line run svrnetcn.exe to view TCP/IP properties. Click Properties to display the port number address. For SQL 2005/2008: • From the Start Menu go to Microsoft SQL Server 2005/2008 -> Configuration Tools -> SQL Server Configuration Manager. • In the tree view, select SQL Server 2005/2008 Network Configuration, and then select Protocols for SPSQL. • On the right pane, one of the listed protocols is TCP/IP. Double click on TCP/IP and select the IP Addresses tab. • IPAll will display the TCP Dynamic Port address used by the application.
	Username	Enter the administrator user name used to access the host computer database; for example, **sa**.
	Password	Enter the password associated with the user name, used by the administrator user to access the host computer database; for example, **master**.
Synchronization tab		

Table 72. Access Control Integration fields (continued)

Field name	Description	
	Tables to Import	• **`Person`**: A list of badge or person records that includes name, address, phone numbers, and other personal information • **`Facility`**: A list of facility records. • **`Department`**: A list of departments. • **`person_type`**: A list of personnel types. • **`images`**: Photo images associated with badge or person records. (For Secure Perfect or FCWnx: Verify that the Visitor Central user doing the import is also a user with 'Read' permission for the Secure Perfect or FCWnx Images folder. In Secure Perfect or FCWnx, right-click the Images folder, Sharing tab, Permissions button. Is the Visitor Central user a member of the listed group and is the permission set to allow Read?)
	E-Mail	Used to map e-mail addresses associated with a person user field in the access control system.
	Import	Click to initiate the import process. This may take some time, depending on the size of the access control database that is being imported.
	Establish Connection	Click to establish connection with the access control Server's database.
Configure Person/ Badge Export tab		
	Establish Connection	Click to establish a connection with the host computer. The Available Categories/Access Rights pane is then populated with data from the host database. • In Picture Perfect, the data is retrieved from the **`categories`** table. • In Secure Perfect, the data is retrieved from the **`AccessRightTable`**. • In FCWnx, the data is retrieved from the **`AccessRightTable`**.
	Create Configuration	Click to generate mapping of Visitor Central User Fields to host system fields.
	Available Categories/ Access Rights	When the category on a badge or a person matches the category assigned to a door, access is granted. When the Establish Connection button is clicked, this pane is populated with the following data from the host computers' database: • Picture Perfect: **`categories`** table • Secure Perfect: **`AccessRightTable`** • In FCWnx, the data is retrieved from the **`AccessRightTable`**.
	Assigned Categories/ Access Rights	This pane is populated by selecting data in the Available Categories/Access Rights pane and clicking the right arrow to transport the data to the Assigned Categories/Access Rights pane. The data in this pane reflects access rights/categories that can be assigned to visitors in the Visitor Central system.

Table 72. Access Control Integration fields (continued)

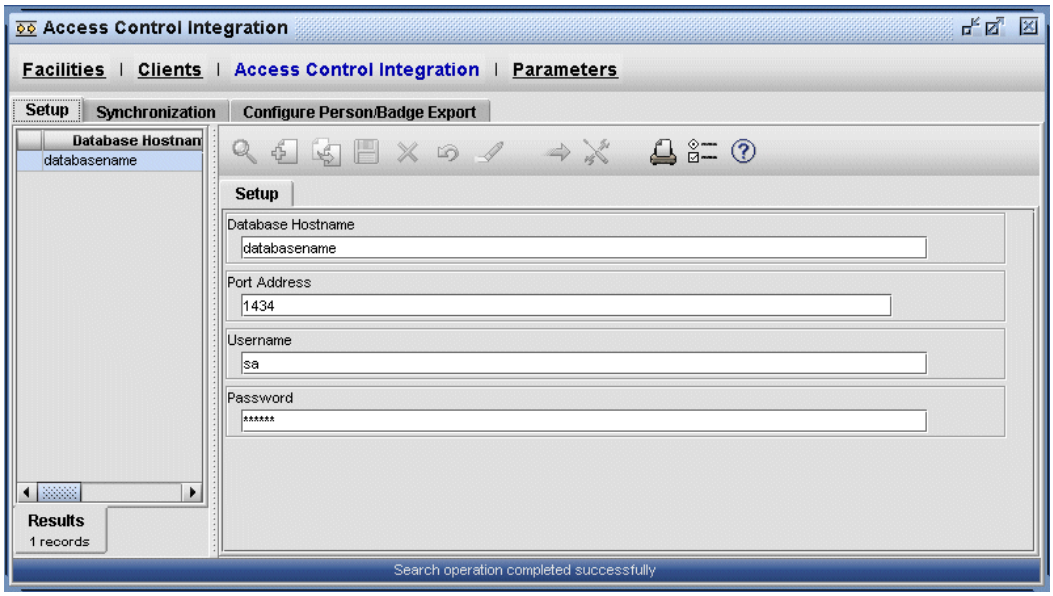
Field name	Description	
	Assign User Fields	When a visitor record is exported from Visitor Central t the access control system, the data in the user fields of the visitor is exported into the user fields selected in this tab. • Company Name: A company name associated with a person record. • User Fields 1 through 10: These are the user fields defined in the Visitor Central system and the values in these fields are exported to the access control system according to the field mappings, along with Visitor Central details. Note: Verify that user fields titles are unique.

Related procedures

Access control integration setup

1. From the **Configuration** menu, select **Access Control Integration** and then **Setup** tab.

Figure 103.Setup tab



2. The database hostname displays. Complete and verify all fields on the **Setup** tab. These records normally only require initial setup by the system administrator.

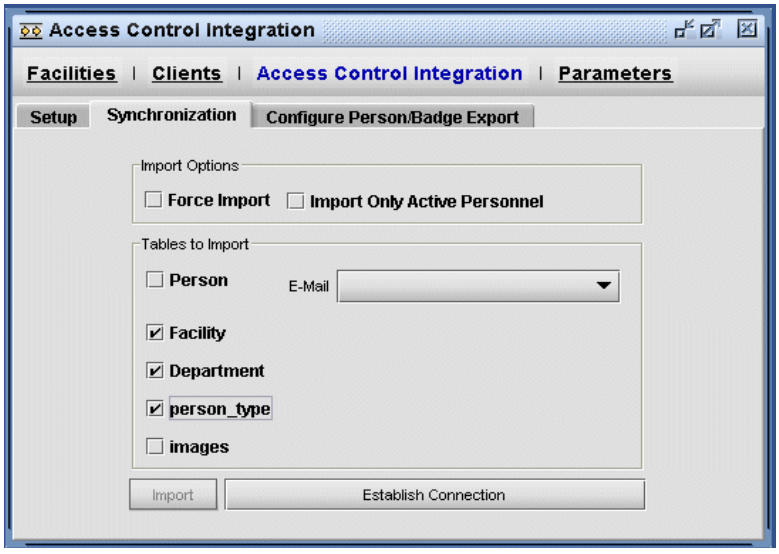
3. Click **Save**.

   Note: There can be only one record in the access control setup at any time.

Synchronizing and importing

1. Select the Synchronization tab.

Figure 104.Synchronization tab



2. Click **Establish Connection**.
   - If the setup information is valid, a message displays indicating that connection was successful. Now, if you select tables to import, the **Import** button is enabled.
   - If setup information is not valid, a message displays indicating that connection failed. Verify the setup information and try again.
3. Select **Force Import** to import an access control database and overwrite what is currently in the Visitor Central database.
4. Select **Import Only Active Personnel** to import only active records. The import process extracts and imports only active personnel records from the access control database.
5. Select a table title from the Tables to Import list to be imported from a secondary database. The following describes the table dependencies:

Table 73. Access control import tables

Select this table to import.	These tables automatically import.
Person	Facility, Department, Person Type, Person
Facility	Facility
Department	Facility, Department
Person Type	Facility, Person Type
Images	Facility, Department, Person Type, Person, Images

6. The **E-Mail** drop-down list is populated following a successful connection, with the list of user fields available in the access control database. (These are the **Personnel** form, **User Fields**.)

7. From the drop-down list, select the user field that contains the e-mail ID information for the personnel record in the access control application so that an e-mail ID is also imported and copied to the e-mail field of the personnel record in Visitor Central.

   Note: Currently supported access control systems do not have a predefined field labeled for an e-mail ID. The user has the flexibility of assigning any of the user fields in the access control system for storing the e-mail ID information and selecting the same user field in the Visitor Central access control synchronization tab during the import process.

8. Click **Import** to initiate the import process. A message displays indicating that the process is about to start. Click **OK** to continue and begin the import process. Please wait as the process completes.

   Note: Mass imports and updates should be executed during off-peak hours. Performance issues may result if importing greater than 1000 records.

9. When data import is complete, a message displays indicating that import is finished. Click **OK** to complete the import process.

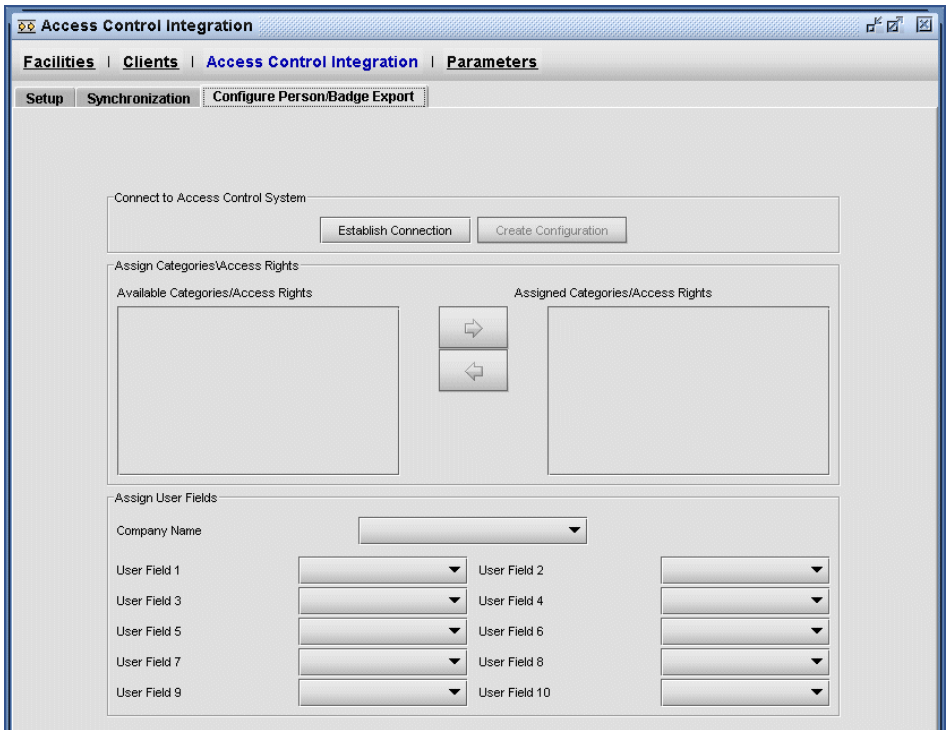
10. When import is complete, open the Operator form and assign permission for the imported facilities. Based on the permission, the operator can see the imported Personnel, Personnel Type, Department, and image records.

Creating export configuration

This operation creates a bridge between Visitor Central and the access control system. This creates stored procedures on the access control system database that are necessary and used extensively by the Visitor Central system with access control integration during check-in/check out of a visitor. In this step, we also decide the various permission levels (access rights or categories) that can be given to visitors in Visitor Central.

1. From the **Configuration** menu, select **Access Control Integration** and then **Configure Person/ Badge Export** tab.

Figure 105.Person/Badge Configuration tab



2. Click **Establish Connection** to connect to the host system database. Based on the permission in the access control system, all categories and access rights display in the Available Categories/Access Rights pane.

3. From the **Available Categories/Access Rights** pane, select those Categories (Picture Perfect) or Access Rights (Secure Perfect or FCWnx) that would be assigned to visitors in Visitor Central.

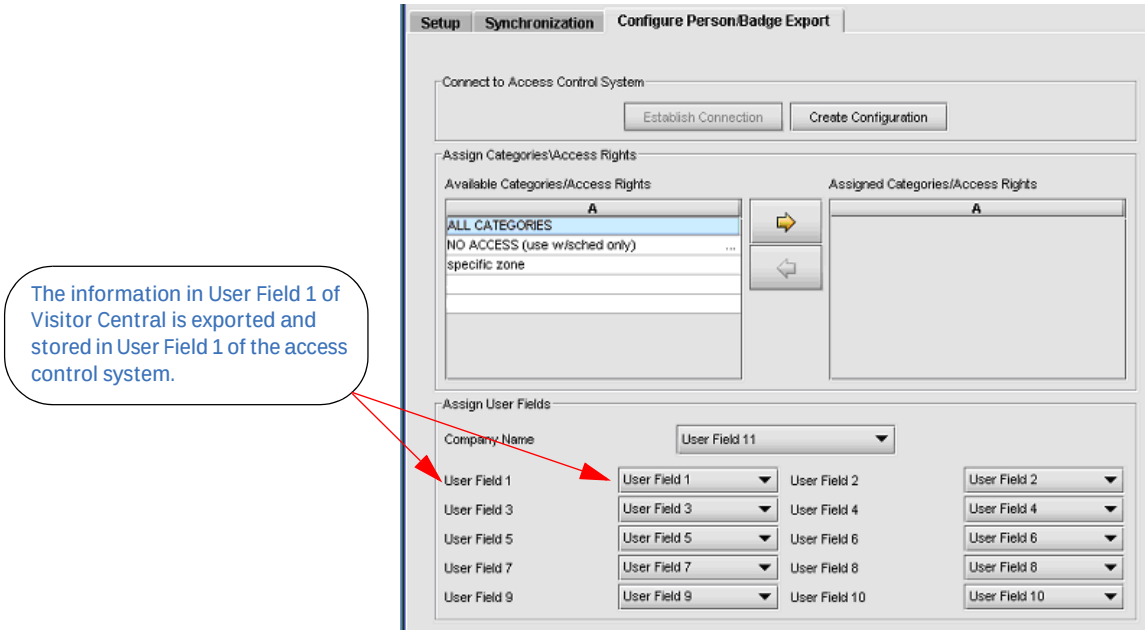
   - Click the arrow to move the category to the Assigned pane.
   - Click the arrow to move the category to the Available pane.

   Note: All categories assigned here are available on the Appointments form, Visitor Type tab, in the Available Categories/Access Rights drop-down list.

4. In order to map any Visitor Central user fields to the corresponding fields in the host access control database, in the **Assign User Fields** pane, click the list box next to the Visitor Central field and select from the list. Mapping is mainly to export the personnel data from Visitor Central to the access control application.

   Example: You want to map **User Field 1** in the access control application to **User Field 1** in Visitor Central. Select the arrow to extend the drop-down list for User Field 1. Select the user field in the access control application that exactly corresponds with User Field 1 in Visitor Central. Continue mapping each additional field until you have completed all mapping. Your window should display similar to *Figure 106*.

Figure 106.Access control mapping complete



5. Verify that each individual mapping is unique. If any are identical, a message displays informing the operator that the selected user fields should be unique.

6. Click **Create Configuration** to export this configuration (mapping) to the access control system. Please wait as the process completes. All previously defined Access Rights/Categories in the Visitor Central system are removed and a fresh association is established.

   Note: This establishes connection with the access control database and creates stored procedures there. These stored procedures are used by Visitor Central while exporting any visitor data to the access control system.

7. When the export of the newly created configuration is complete, a message displays informing the user that the export configuration is successful.

8. The result is that, while checking in a visitor, the visitor information is exported from Visitor Central to the access control system.

Verifying imported data and export configuration

1. While importing facility, person_type, and department records from the access control system to Visitor Central:

   - If there is already a record in Visitor Central with the same description as that of the access control system the Visitor Central record description is appended with `_VC`.

     Example: Suppose there is a facility named Global existing in both Visitor Central and the access control system. When importing data from the access control system into Visitor Central, the Global facility of Visitor Central is changed to `Global_VC` and the Global of the access control

system is imported as it is into Visitor Central.

- Person types with names Visitor_Central and VC_Express are not imported from the access control to Visitor Central, as they are supposed to be person types belonging exclusively to visitors exported from Visitor Central.

2. While importing person records, the import operation does not capture persons of type `Visitor_Central` or `VC_Express` into Visitor Central, as they are treated as visitor records exported from Visitor Central itself.
3. Verify that all facilities successfully imported from the host access control system to Visitor Central. On the Operators form, Operators tab, assign the permissions related to these facilities to all appropriate operators.
4. In the Facility Set Manager, select all facilities to which the current operator has permission, so that all appropriate records display in the Personnel, Personnel Type, and Department tabs.
5. Open the Appointments window, Visitor Type tab. The Available Categories/Access Rights drop-down list displays imported categories or access rights. Verify that the drop-down list has all the access rights/categories that were there in the Access Rights/Categories panel during the *"Creating export configuration" on page 204* operation.

Configuring access rights/categories for visitor types

Used with appointments

Assign the appropriate category or access right to the associated Visitor Type.

Note: This must be done before creating an appointment.

Used with Express Kiosks

To use the Express Check-in module with access control, configure two .xml files as listed below. Refer to *"Configuring .xml files" on page 89* for additional information in configuring .xml values and fields.

- Navigate to the **`expressconfig.xml`** file, typically: **`C:\Program Files\Visitor Central Server\server\ webapps\expresscheckin\WEB-INF\Express`**

  This file helps the Visitor Central system recognize that the Express Kiosks using the specific configuration file are integrated with the access control system.

- Navigate to the **`appconfig.xml`** file, typically: **`C:\Program Files\Visitor Central Server\server \webapps\preregistration\WEB-INF`**

  This file is used to check out the visitor from the Express Status Changer or Express Reports.

The Access control integration statement should read as one of the following based on the access control system with which you are integrating:

`<ACS_Type value="pp20">` for Picture Perfect 2.0

`<ACS_Type value="pp40"`> for Picture Perfect 4.0

`<ACS_Type value="sp60"`> for Secure Perfect 6.1.x

`<ACS_Type value="fcwnx7x"`> for FCWnx 7.0 SP3 and 7.5

By default, all Categories/Access Rights are exported to the access control system. If you want to change or select a specific category used in Visitor Central:

1. Open the database table available_access_right_category of the gevisitorcentral database in the VCSQL instance of SQL Server. Note the corresponding acs_id value.

2. Enter that value in the expressconfig.xml file, such as <ACS_Permission value=”1”/> where 1 = normal work day access. Also, refer to *Configuring .xml values on page 99*.

   Note: Records are available in this table only after selecting categories and clicking Create Configuration.

Checking in visitors

Express visitors

1. At the Express Kiosk, check in a visitor manually or using a drivers license scanner.

   You have the option of scanning a drivers license using a supported scanner attached to the Visitor Central workstation.

   Scanshell 800: Scanning begins automatically, when you place your drivers license in the scanner. (Place the license face down, top first, to the right side of the scanner.)

   Scanshell 1000: Scanning begins once one of the scan buttons on the scanner is pressed. (Place the license face down, on the top right corner of the glass.)

   - When scanning is complete, a window opens with your first name and last name already entered.

   Note: Inconsistent scanning errors may display such as spelling errors or incomplete photographs. Verify all information carefully.

   - Although your picture is retrieved from the scan, you have the option of retaking a photo. Click **Retake Photo** to retake. Select an acceptable image.

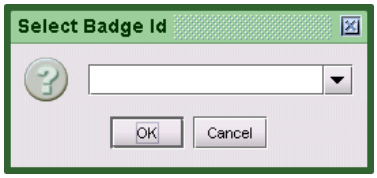
2. Using a Proximity and Vicinity/Mifare Desktop Credential Reader, enter a valid badge number for that associated visitor record.

Visitors with prior appointments

- Create an appointment that has visitors of visitor types, that have access rights/categories assigned to them, and are also associated with badge designs that have the characteristic of non-auto generated badge ID.
- Check in a visitor from the Appointment Monitor or Operator Check-in.
- Operator checks the visitor in manually or by scanning the drivers license.
- Then, the operator completes the check-in process by assigning a badge ID.
- Check in a visitor and manually assign a badge ID. On the Appointment Monitor, right-click the arriving visitor name. Select **Arrived** from the drop-down status list. A Select Badge ID window displays, allowing the operator to enter a badge identification number or select an identification from a drop-down list. Refer to *Figure 107 on page 210*

  Note: FCWnx ACU systems: For FCWnx ACU systems, the badge ID format consists of a four digit company code followed by a four digit site code, and then the card number (if applicable). After you enter the badge ID, Visitor Central validates the existence of the company and site code in your FCWnx ACU system. You are not allowed to define a new company and site code in Visitor Central. Refer to the FCWnx User Manual for additional details.

Figure 107.Select Badge Id



Note: When checking in more than one visitor on the Appointment Monitor, select visitors, right-click to display a shortcut menu, select Change Status. Select Arrived from the drop-down list. The Select Badge ID window displays for the first in the list of those selected, the operator enters or selects a badge identification number and the system checks in the visitor, then proceeds to each visitor sequentially.

Status of visitor record:

- The status in Visitor Central is **Arrived**.
- The status within the access control application is **Active**.

Note: The Enterprise Kiosk now supports access control integration.

Checking out visitors

Express visitors

When the visitor departs, log in to the Preregistration module and change status in Express Status Changer (refer to *"Express status changer" on page 118*) or Express Reports (refer to *"Generating an Express report" on page 118*). This checks out the visitor from the access control system and the Visitor Central Express module.

Visitors with prior appointments

When the visitor departs, return to the Appointment Monitor, change the status of the visitor to **Departed** (refer to *"Using the appointment monitor" on page 146*).

- The record in the Picture Perfect 2.0 access control application now has a status of **Deleted**, while all the dependent records get deleted from the database.
- The record and all its dependent records are deleted from the FCWnx 7.0 SP3 or 7.5, Picture Perfect 4.0 or Secure Perfect 6.1.x databases.

Note: If the status of the visitor in the appointment monitor is changed from Arrived to any other state, the visitor is checked out of the access control system.

Chapter 10 Upgrading Visitor Central

This chapter describes how to upgrade an existing Visitor Central system.

In this chapter:

Overview 212
Server Upgrade 212
Client Upgrade 214

Overview

This chapter describes the process of upgrading an existing Visitor Central system server and client computer. To ensure a successful installation of Visitor Central 1.5.1, the instructions in this chapter should be followed carefully. These instructions include upgrades from versions 1.2.2.8, 1.4.0.7, and 1.5.0.12 to 1.5.1. Customers with any version other than 1.2.2.8, 1.4.0.7, and 1.5.0.12 must first upgrade to one of these version before upgrading to 1.5.1.

Server Upgrade

Server running Microsoft SQL Server Desktop Engine (MSDE)

To upgrade your server running MSDE:

1. On the Visitor Central Server computer, stop the **Visitor Central** service.
2. Perform a back up of your Visitor Central database. Refer to *Appendix A Troubleshooting*, for extensive and complete backup instructions.

   Note: This is a very important step. It is a good idea to always maintain a current backup. Should you have any problems with your system, you can always restore your backup.

3. If Express Kiosk has been used, back up the following and save in a suitable folder or media for retrieval:

   Save the following folder:

   ```
   Program Files\Visitor Central\server\webapps\expresscheckin\BadgeRender
   ```

   Save the following files:

   ```
   Program Files\Visitor Central Server\server\webapps\expresscheckin\WEB-INF\Express\expressconfig.xml
   ```

   ```
   Program Files\Visitor Central Server\server\webapps\expresscheckin\WEB-INF\appconfig.xml
   ```

4. Uninstall the Visitor Central Server application.
   a. Click **Start**, **Settings**, **Control Panel**, and then **Add or Remove Programs**.
   b. Locate Visitor Central Server from the list, and then click **Remove**.
5. Uninstall Microsoft SQL Server Desktop Engine (MSDE).

   Note: Microsoft SQL Server Desktop Engine (MSDE) must be uninstalled before upgrading your Visitor Central Server to version 1.5.1. During installation of Visitor Central version 1.5.1, Microsoft SQL Server 2008 Express is installed.

   a. Click **Start**, **Settings**, **Control Panel**, and then **Add or Remove Programs**.
   b. Locate Microsoft SQL Server Desktop Engine (MSDE) from the list, and then click **Remove**.
6. Install Visitor Central Server. Refer to complete installation instructions in the *Installing Visitor Central server* on page 27.

   Note: After installation of Visitor Central, the default database that was creating during SQL Server installation must be deleted before your original database can be restored.

7. Once the Server upgrade and new (upgraded) client installation has completed, the cache, as mentioned below, needs to be cleared. To clear the cashe, delete the cache file.

   By default, the cache is located in the following folders:

   Express:

   ```
   C:\Program Files\Visitor Central
   Server\server\work\Catalina\localhost\expresscheckin\org\apache\jsp\Express
   ```

   Enterprise:

   ```
   C:\Documents and
   Settings\<loginid>\ApplicationData\Sun\Java\Deployment\cache\javapi\v1.0\jar
   ```

8. Delete the default database created during SQL Server installation, and then restore your old database. Refer to *Appendix A Troubleshooting*, for extensive and complete restore instructions.
9. Click Start
10. If the upgraded PC and the server are the same, your previous Visitor Central license is valid after the upgrade. Use that license to re-license the Visitor Central server or contact Technical Support for assistance.

Server running Microsoft SQL Server 2000, 2005, or 2008

Note: SQL Server 2000 is only supported for existing installations and not for new Visitor Central 1.5.1 installations.

To upgrade your server running SQL 2000, 2005, or 2008:

1. On the Visitor Central Server computer, stop the **Visitor Central** service.
2. Perform a back up of your Visitor Central database. Refer to *Appendix A Troubleshooting*, for extensive and complete backup instructions.

   Note: This is a very important step. It is a good idea to always maintain a current backup. Should you have any problems with your system, you can always restore your backup.

3. If Express Kiosk has been used, back up the following and save in a suitable folder or media for retrieval:

   Save the following folder:

   ```
   Program Files\Visitor Central\server\webapps\expresscheckin\BadgeRender
   ```

   Save the following files:

   ```
   Program Files\Visitor Central Server\server\webapps\expresscheckin\WEB-
   INF\Express\expressconfig.xml
   ```

   ```
   Program Files\Visitor Central Server\server\webapps\expresscheckin\WEB-
   INF\appconfig.xml
   ```

4. Uninstall the Visitor Central Server application only.

   Note: Do not uninstall the database.

5. Once the Server upgrade and new (upgraded) client installation has completed, the cache, as mentioned below, needs to be cleared. To clear the cashe, delete the cashe file.

   By default, the cache is located in the following folders:

   Express:

   ```
   C:\Program Files\Visitor Central
   Server\server\work\Catalina\localhost\expresscheckin\org\apache\jsp\Express
   ```

   Enterprise:

   ```
   C:\Documents and
   Settings\<loginid>\ApplicationData\Sun\Java\Deployment\cache\javapi\v1.0\jar
   ```

6. Perform a search on the Server computer for `myvariables.txt`, normally located in `C:\` drive. If present, delete this file. (This file may be on your computer if any issues had occurred during your previous Visitor Central installation.)

   Note: If this file is not removed before beginning the upgrade, then the installer overwrites the existing database with a new database, resulting in loss of existing data.

7. Install Visitor Central Server. Refer to complete installation instructions in the *Installing Visitor Central server* on page 27.
8. Enter the password for the ‘sa’ user of the VCSQL instance.
9. During the installation process, you are asked if you want to reinstall the database or upgrade your database. Select **Upgrade database**.
10. A prompt will indicate whether the installation/upgrade was a success or if it failed. To assist in troubleshooting, the following files are created and placed in:
    `Program Files\Visitor Central Server`
    - `Visitor_Central_Server_InstallLog.log`
    - `UpgradeVC_log.out`
    - `UpgradeVC.sql`

    If you experience problems, review these files which detail the installation and upgrade process.
11. Following a successful installation, verify that your old database is available by logging in to the application or connecting to the database directly.
12. If the upgraded PC and the server are the same, your previous Visitor Central license is valid after the upgrade. Use that license to re-license the Visitor Central server or contact Technical Support for assistance.

Client Upgrade

To upgrade your client:

1. Uninstall Visitor Central Client.
2. Uninstall the existing flash plugin using **Control Panel**, **Add or Remove Programs**. This version of Visitor Central installs an upgraded Adobe® Flash Player.
3. Remove the ScanShell SDK setup for your scanner using **Control Panel**, **Add or Remove Programs**.

4. Install Visitor Central Client from the installation CD. Refer to complete installation instructions in *Installing Visitor Central client* on page 32, including camera and scanner configurations.
5. For your Express Kiosk, restore the `.xml` files and required badge layout files saved from the `BadgeRender` folder.

   Note: If you are upgrading from 1.1.5.9, the default badge designs are no longer available.

6. Verify your installation by completing a check-in process to ensure that your system is functioning as intended.

Appendix A Troubleshooting

This chapter covers a few frequently asked questions, how to identify the SQL port number, instructions to follow if the web browser does not display properly, and other troubleshooting assistance.

In this chapter:

Visitor Central FAQs 218
Identifying SQL port number 218
Using MSDE Admin utility 220
Setting debug levels 220
Viewing installation log files for Visitor Central server 222
Viewing log file for Visitor Central server 222
Viewing Tomcat logs 222
Viewing Visitor Central Preregistration log files 222
Viewing scanner service log files from event viewer 223
Application not loading 225
Verifying Java plugin version 226
Enabling Java Virtual Machine for my browser 226
Verifying JMF installation 226
Testing camera operations 227
Changing database passwords 227
Uninstalling Visitor Central 228
Uninstalling Visitor Central Kiosk 229
Backup and restore options 230
SQL Server 2005 and 2008 Management Studio backup and restore . 230
SQL Server 2000 Enterprise Manager backup and restore 233
MSDE Admin backup and restore 238
Contacting technical support 241

Visitor Central FAQs

Question: *This is a Web-enabled application. Why do I need to install Visitor Central on a client computer?*

We have four types of clients:

- **Administrator's module**: This requires only the JRE (Java) Runtime that can be downloaded from a link on the Visitor Central Webtop home page or from the Sun Microsystems Java Web site:

  http://www.java.com/en/download/index.jsp

- **Preregistration module**: No additional installations required.
- **Enterprise Kiosk**: Requires JRE (Java) Runtime and the application executable and Java Archive (JAR) files from the Visitor Central Webtop home page.
- **Express Kiosk**: Requires installation of JRE (Java) Runtime, JMF, and Flash Plugin available from the Webtop home page, and .NET that installs automatically during the client installation.

Question: *The license scanner does not work when switching from an Express Kiosk to an Enterprise Kiosk. What can I do?*

Click **Start**, then select **Visitor Central**, **Visitor Central Scanner Controller** to open the Visitor Central Scanner Service controller window. Click **Stop** to stop the scanner service before you open the Enterprise Kiosk. Exit the Visitor Central Service Controller window by right-clicking the GE icon that displays in the taskbar.

Question: *How can I lock down the workstation so that no one is able to close the kiosk windows or log out?*

Refer to *"Calibrating the scanner" on page 7.88* and instructions for locking the keyboard.

Question: *What action do I take if I receive a message stating "Wrong database selection"?*

There are several items to verify for database connectivity:

- Was the password left blank or entered incorrectly?
- Was a **`VCSQL`** instance installed?

If you either of these occurred, you must reinstall Microsoft SQL Server and install Visitor Central again. Review *"Sample Visitor Central deployment scenario" on page 3.25*.

Identifying SQL port number

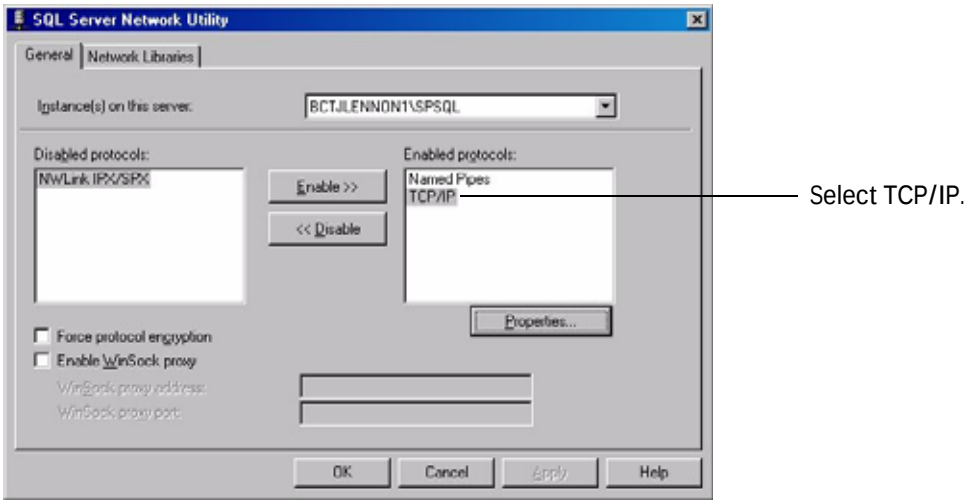
This section describes how to identify the port number on a Windows operating system with SQL Server. Depending on the operating system and database, these instructions may be different.The required port number is located on the computer system where the database is installed.

To identify the SQL port number if running MSDE or SQL 2000, follow these steps:

1. From the **Start** menu, select **Run**. The Run window displays.ndow

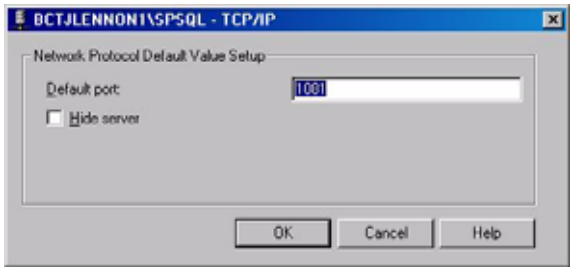
2. In the **Open** field: type: **`svrnetcn`**
3. Click **OK**. The SQL Server Network Utility window displays as shown in *Figure 108*.

Figure 108.SQL Server Network Utility



4. Select **TCP/IP** from the Enabled Protocols list and click **Properties**. The Properties window displays as shown in *Figure 109*.

Figure 109.TCP/IP Properties



5. The port number displays in the Default port field. Click **OK**.

To identify the SQL port number using SQL 2005/2008, follow these steps:

1. From the **Start** menu, select **Run**. The Run window displays.ndow
2. From the Start Menu go to **Microsoft SQL Server 2005/2008** -> **Configuration Tools** -> **SQL Server Configuration Manager**.
3. In the tree view, select **SQL Server 2005/2008 Network Configuration**, and then select **Protocols for SPSQL**.
4. On the right pane, one of the listed protocols is TCP/IP. Double click on TCP/IP and select the IP Addresses tab.
5. IPAll will display the TCP Dynamic Port address used by the application.

Using MSDE Admin utility

Note: You are not required to install this utility. MSDEAdmin has been installed for you in the event that database maintenance may be required on a system with MSDE.

This option is installed automatically on Windows 2000 Professional and Windows XP Professional operating systems. This utility is used to access and maintain the Visitor Central database.

To install MSDEAdmin:

1. Navigate to the directory on your computer where Visitor Central is installed and locate the folder named **`MSDEAdmin`**. Double-click to open.
2. Double-click the **`setup.exe`** file to install the files on your computer and open the **Setup Wizard**.
3. Select **Repair MSDE Admin**.
4. Click **Finish** and please wait. When installation has completed successfully, an **Installation Complete** window displays.
5. Click **Close** to exit.
6. From the **Start** menu, select **Programs**, then **MSDEAdmin** to open the application and access the Visitor Central database.

Setting debug levels

Use the Debug Levels window to select the type of messages to write to the log files. The Visitor Central log file is stored on the Server system. The log file name and the location are: **`C:\avatar\logs\avatar.log`**.

Figure 110.Debug levels

Related procedures

To change the debug levels, follow these steps:

1. From the **File** menu, select **Debug Levels**. The **Debug Levels** window in *Figure 110* displays.
2. Use the drop-down list to select the level of severity to write to the log file. The choices are: fatal, error, warning, informational, and debug.
3. Close the window when you are finished making changes to the debug levels.

Viewing installation log files for Visitor Central server

Installation logs are created inside the installation folder. By default, they reside in the folder:

`Program Files\Visitor Central Server`.

Log files have the extension **`.out`**; for example, **`create_database_log.out`**.

Viewing log file for Visitor Central server

A Visitor Central Server log file is created in the folder:

`Program Files\Visitor Central\server\webapps\vcserver`

The file name is **`system.log`**.

Viewing Tomcat logs

Tomcat Java logs are created in the folder:

`Program Files\Visitor Central Server\server\logs`

For example, **`jakarta_service_20060115.log`**

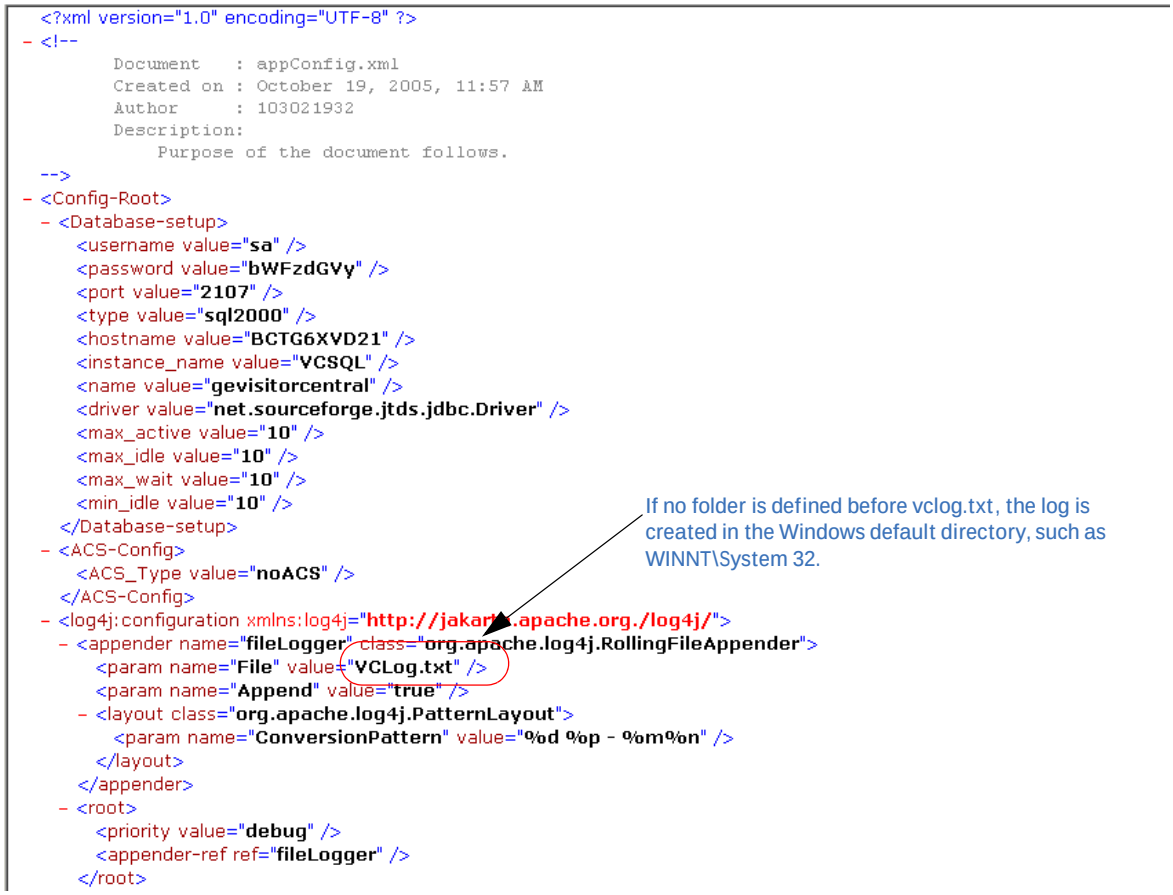
Viewing Visitor Central Preregistration log files

Visitor Central preregistration logs are created in the folder:

`Program Files\Visitor Central Server\server\webapps\preregistration\WEB-INF`

Double-click **`appconfig.xml`** to display the file as in *Figure 111, Preregistration appconfig.xml file on page 223*.

Figure 111.Preregistration appconfig.xml file



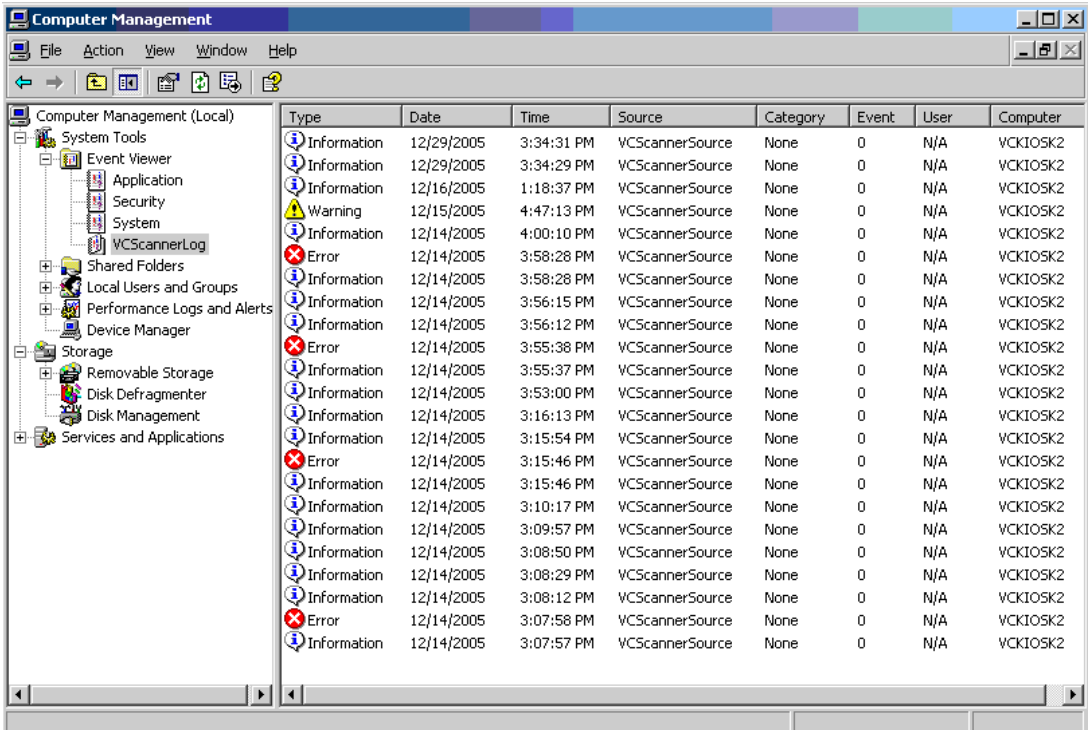

```
<?xml version="1.0" encoding="UTF-8" ?>
<!--
        Document   : appConfig.xml
        Created on : October 19, 2005, 11:57 AM
        Author     : 103021932
        Description:
            Purpose of the document follows.
-->
<Config-Root>
  <Database-setup>
    <username value="sa" />
    <password value="bWFzdGVy" />
    <port value="2107" />
    <type value="sql2000" />
    <hostname value="BCTG6XVD21" />
    <instance_name value="VCSQL" />
    <name value="gevisitorcentral" />
    <driver value="net.sourceforge.jtds.jdbc.Driver" />
    <max_active value="10" />
    <max_idle value="10" />
    <max_wait value="10" />
    <min_idle value="10" />
  </Database-setup>
  <ACS-Config>
    <ACS_Type value="noACS" />
  </ACS-Config>
  <log4j:configuration xmlns:log4j="http://jakarta.apache.org/log4j/">
    <appender name="fileLogger" class="org.apache.log4j.RollingFileAppender">
      <param name="File" value="VCLog.txt" />
      <param name="Append" value="true" />
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d %p - %m%n" />
      </layout>
    </appender>
    <root>
      <priority value="debug" />
      <appender-ref ref="fileLogger" />
    </root>
```

Viewing scanner service log files from event viewer

To view the Visitor Central Scanner Service Log:

1. Click **Start**, then select **Settings**, **Control Panel**, **Administrative Tools**, **Computer Management, System Tools**, and then **Event Viewer**.
2. Expand **Event Viewer** to display the **VCScannerLog** as in *Figure 112, Sample VCScannerLog*.

Figure 112.Sample VCScannerLog


Computer Management
File Action View Window Help
Computer Management (Local)
System Tools
Event Viewer
Application
Security
System
VCScannerLog
Shared Folders
Local Users and Groups
Performance Logs and Alerts
Device Manager
Storage
Removable Storage
Disk Defragmenter
Disk Management
Services and Applications
Type Date Time Source Category Event User Computer
Information 12/29/2005 3:34:31 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/29/2005 3:34:29 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/16/2005 1:18:37 PM VCScannerSource None 0 N/A VCKIOSK2
Warning 12/15/2005 4:47:13 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 4:00:10 PM VCScannerSource None 0 N/A VCKIOSK2
Error 12/14/2005 3:58:28 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:58:28 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:56:15 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:56:12 PM VCScannerSource None 0 N/A VCKIOSK2
Error 12/14/2005 3:55:38 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:55:37 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:53:00 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:16:13 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:15:54 PM VCScannerSource None 0 N/A VCKIOSK2
Error 12/14/2005 3:15:46 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:15:46 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:10:17 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:09:57 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:08:50 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:08:29 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:08:12 PM VCScannerSource None 0 N/A VCKIOSK2
Error 12/14/2005 3:07:58 PM VCScannerSource None 0 N/A VCKIOSK2
Information 12/14/2005 3:07:57 PM VCScannerSource None 0 N/A VCKIOSK2

3. Refer to *Table 74, Scanner service log event values* for event numbers and corresponding values

Table 74. Scanner service log event values

Performance	Log Value
General errors:	
License is valid and the library is ready to be used.	LICENSE_VALID = 1
License has expired. All scanner operations are disabled.	LICENSE_EXPIRED = -20
License is invalid. All scanner operations are disabled.	LICENSE_INVALID = -21
The license is invalid for this library. All library operations are disabled.	LICENSE_DOES_NOT_MATCH_LIBRARY = -22
Scanner errors:	
Scan operation is successful.	SCAN_SUCCESS = 101
Scan operation failed.	SCAN_ERROR = 102
Scan operation was cancelled by user.	SCAN_CANCEL = 103
Slib generic code:	
Operation succeeded.	SLIB_TRUE = 1
Operation failed.	SLIB_FALSE = 0

Table 74. Scanner service log event values (continued)

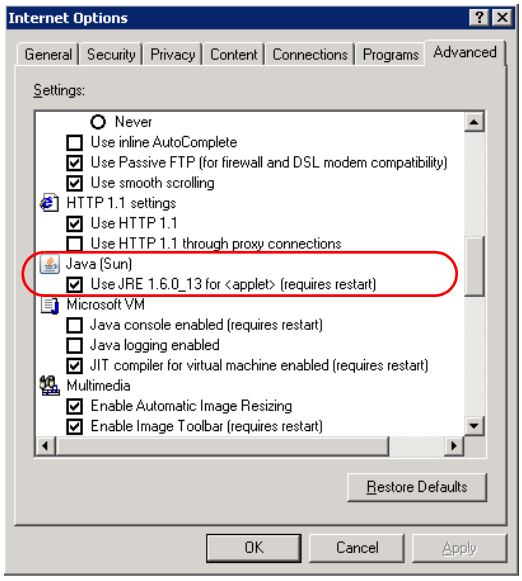
IDCard Error codes:	
Function completed successfully.	ID_TRUE = 1
Image processing failed.	ID_FALSE = 0
Cannot open input image file.	ID_ERR_FILE_OPEN = -5
Invalid internal image file.	INVALID_INTERNAL_IMAGE = -132
Destination file already exists and cannot be overwritten.	ID_ERR_CANNOT_DELETE_DESTINATION_IMAGE = -12
Copying face image file to destination file failed.	ID_ERR_CANNOT_COPY_TO_DESTINATION = -13
Extraction of the face image failed - could not locate the face rectangle.	ID_ERR_FACE_IMAGE_NOT_FOUND = -14

Application not loading

When you launch Visitor Central, the application opens in a web browser. If the application does not open and the web browser displays a blank, gray window, check the Internet options to make sure the settings are correct.

1. From the **Tools** menu, select **Internet Options**. The Internet Options window displays as shown in *Figure 113*.

Figure 113.Internet options with Advanced tab



2. Locate the Java Sun group and select the **Use JRE . . . (requires restart)** check box.
3. Click **OK**.

Verifying Java plugin version

If your Visitor Central system does not function, you may want to verify the version of JRE that your system is using.

1. Click **Start**, then select **Settings**, **Control Panel**, and then **Java**.
2. If there is more than one version of Java on your system, verify that Java 6 update 13 is enabled.

Enabling Java Virtual Machine for my browser

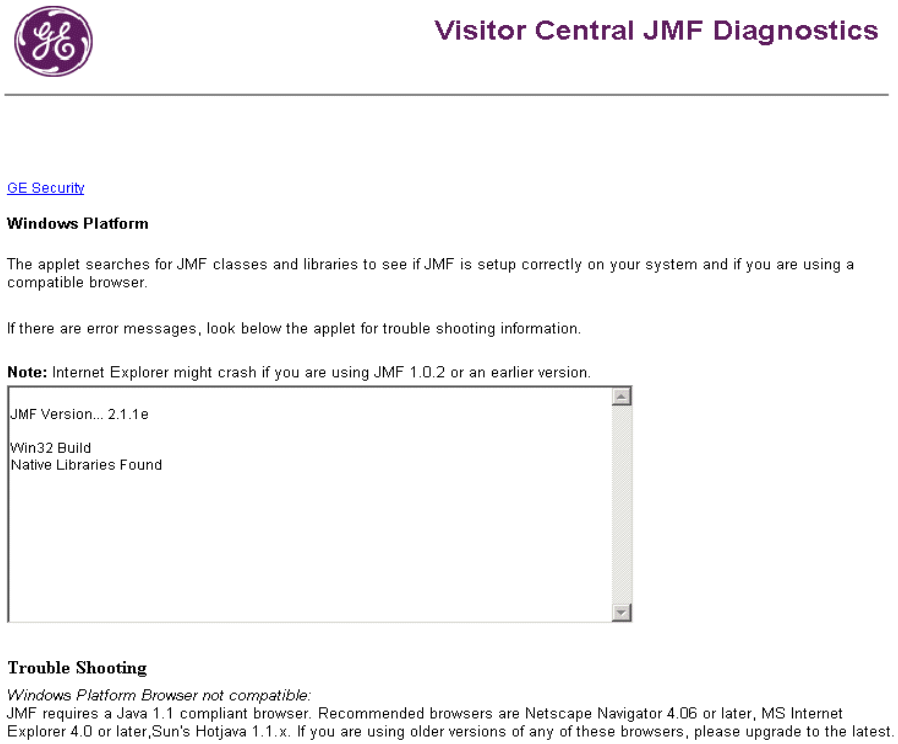
1. Click **Start**, then select **Settings**, **Control Panel**, and then **Java** to display the Java Control Panel window.
2. Depending on your operating system, verify that Internet Explorer is enabled on the appropriate tab. If this is not checked, JMF diagnostics does not display on the Visitor Central Webtop. Refer to *"Verifying JMF installation"* .

Verifying JMF installation

To verify if JMF is properly installed:

1. On the Visitor Central Webtop home page, click **JMF Diagnostics** to display the JMF Diagnostics window as in *Figure 114, JMF diagnostics on page 226*.

Figure 114.JMF diagnostics


Visitor Central JMF Diagnostics
GE Security
Windows Platform
The applet searches for JMF classes and libraries to see if JMF is setup correctly on your system and if you are using a compatible browser.
If there are error messages, look below the applet for trouble shooting information.
Note: Internet Explorer might crash if you are using JMF 1.0.2 or an earlier version.
JMF Version... 2.1.1e
Win32 Build
Native Libraries Found
Trouble Shooting
Windows Platform Browser not compatible:
JMF requires a Java 1.1 compliant browser. Recommended browsers are Netscape Navigator 4.06 or later, MS Internet Explorer 4.0 or later,Sun's Hotjava 1.1.x. If you are using older versions of any of these browsers, please upgrade to the latest.

2. If JMF is working properly, the window displays a message ‘Native Libraries Found.’ Otherwise, stroll down for troubleshooting tips.

Testing camera operations

Install and connect your camera according to the instructions received with the camera that you purchased. To test your camera operations:

1. Click **Start**, then select **Programs**, **Java Media Framework**, and then **JMF Registry** to display the JMF Registry Editor.
2. On the **Capture Devices** tab, click **Detect Capture Devices** to instruct your system to query for capture devices.
3. Click **Start**, then select **Programs**, **Java Media Framework**, and then **JMStudio** to open the JMStudio window.
4. From the **File** menu, select **Capture** to display a Select Capture Device window.
5. Click **OK** to display a live image window.

Changing database passwords

To change your database password for Microsoft SQL or MSDE, refer to your Microsoft documentation. After changing the database password, you need to configure this password in Visitor Central.

1. Click **Start**, then select **Programs**, **Visitor Central**, and then **VC System Config Updater** to open the Visitor Central System Config Updater window.
2. Verify that the **Server Directory** is the location of your Visitor Central Server database.
3. Verify the **Database Machine** name.
4. Enter the **User Name** assigned to the Visitor Center database.
5. Enter your new password in the **Password** field.
6. Enter your new password again in the **Confirm Password** field.
7. The Update button is now enabled. Click **Update**.
    - If authentication succeeds, Visitor Central updates the passwords in the configuration files and starts the Visitor Central Service.
    - If authentication fails, a message displays informing you that the system was unable to connect to the database. Click **OK** and verify that the database is running. Then, began the process of changing your password again.

Note: If the operator forgets their password, then the system administrator can change the password by entering the ‘install’ user’s password in the Old Password field.

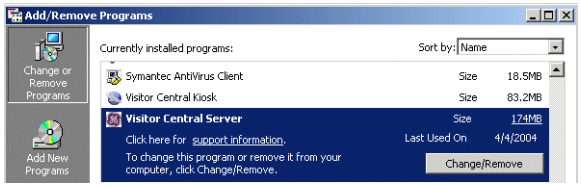
Uninstalling Visitor Central

In the unlikely event you need to reinstall your software, the following steps completely remove the existing Visitor Central package and any databases used by the package.

To uninstall Visitor Central from the server:

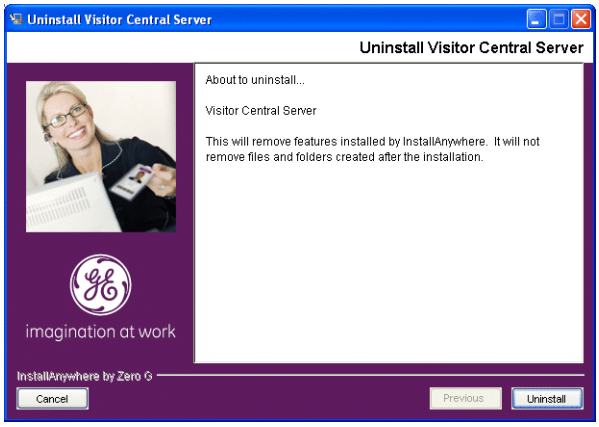
1. From the Windows **Start** menu on the server computer, click **Settings**, then **Control Panel**.
2. From the Control Panel, double-click **Add/Remove Programs**.

Figure 115.Add/Remove Programs



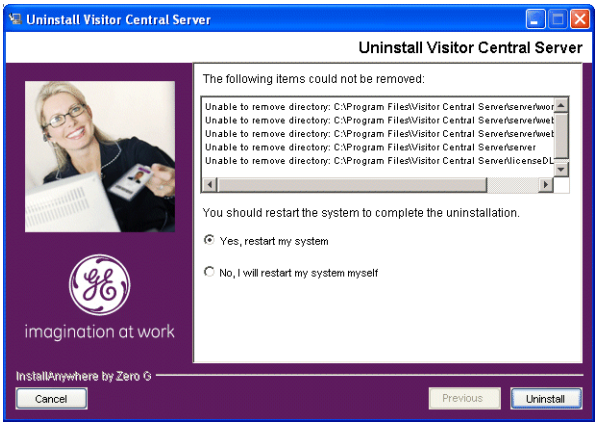
3. From the list of installed programs, navigate to **Visitor Central Server** and click **Change/Remove** to start the uninstall program.

Figure 116.Uninstall Visitor Central Server


Uninstall Visitor Central Server
Uninstall Visitor Central Server
About to uninstall...
Visitor Central Server
This will remove features installed by InstallAnywhere. It will not remove files and folders created after the installation.
imagination at work
InstallAnywhere by Zero G
Cancel
Previous
Uninstall

4. Click **Uninstall**. A series of messages display while the various files are deleted. When complete, a message similar to the following displays the items that could not be removed. Make a note of these files so you can remove them manually if desired.

Figure 117.Uninstall Complete


Uninstall Visitor Central Server
Uninstall Visitor Central Server
The following items could not be removed:
Unable to remove directory: C:\Program Files\Visitor Central Server\server\wor
Unable to remove directory: C:\Program Files\Visitor Central Server\server\wet
Unable to remove directory: C:\Program Files\Visitor Central Server\server\wet
Unable to remove directory: C:\Program Files\Visitor Central Server\server
Unable to remove directory: C:\Program Files\Visitor Central Server\licenseDL
You should restart the system to complete the uninstallation.
Yes, restart my system
No, I will restart my system myself
imagination at work
InstallAnywhere by Zero G
Cancel
Previous
Uninstall

5. Accept the default, **Yes, restart my system**, or click **No, I will restart my system myself**. Click **Done**.

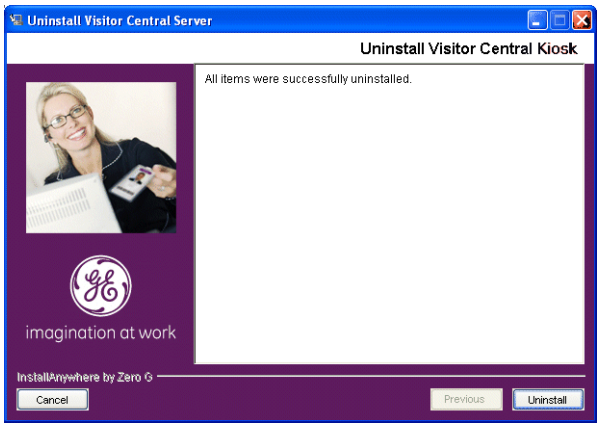
Uninstalling Visitor Central Kiosk

In the unlikely event you need to reinstall your software, the following steps completely remove the existing Visitor Central Kiosk package and any databases used by the package.

To uninstall Visitor Central Kiosk:

1. From the Windows **Start** menu, select **Programs**, **Visitor Central Kiosk**, then **Uninstall Visitor Central Kiosk**.
2. Click **Next**. A series of messages display while the various files are deleted. When complete, a message similar to the following displays.

Figure 118.Uninstall Complete



3. Click **Done**.

Backup and restore options

Backing up creates a copy of selected data, such as a database or archive, and stores it either on the computer or on another media, such as tape, zip disks, CD, DVD, or a network folder.

There are two sequences available for backup and restore:

- Management Studio backup and restore tasks for systems with MS SQL 2005 or 2008 as the database
- Enterprise Manager backup and restore tasks for systems with MS SQL 2000 as the database
- MSDE Admin backup and restore for systems with MSDE as the database

SQL Server 2005 and 2008 Management Studio backup and restore

System recovery checklist

If your system or hard drive crashes, your database may be determined to be beyond repair. At that point, you need to restore a backup of your database. Follow a sequence of steps to recover your system. To assist you in recovering your Visitor Central Enterprise system, refer to this checklist.

Complete the steps in the order they are listed here.

- ❒ Install Windows 2003 or 2008 Server operating system. Install applicable operating system service packs.
- ❒ Install SQL Server 2005 or 2008
- ❒ Install Visitor Central software from the CD.
- ❒ Install Java 6, update 13.
- ❒ Using SQL Server Management Studio, restore the Visitor Central database from your backup media (gevisitorcentral).
- ❒ Run the licensing program.
- ❒ Reboot the computer.

Backing up with SQL Server 2005/2008 Management Studio

A backup is a copy of selected data. Since Visitor Central does not contain a backup option or utility, you can use any method you like to back up the data.

Note: Using SQL Server Management Studio, backups can be scheduled so that you do not have to remember to back up your databases.

You should keep a backup of the Server computer **gevisitorcentral** database, which contains configuration data, such as tables and images. The Visitor Central database should be backed up when you first set up the system and have confirmed that it is working, and any time you upgrade. It is very important that you also back up the registry settings. In most backup programs, you are prompted to back up these settings.

Note: ALWAYS MAINTAIN A CURRENT BACKUP. Should you have any problems with your system, you can always restore your backup. This includes your database as well as your files.

Backing up 'gevisitorcentral' database with Microsoft SQL 2005/2008 Management Studio

The **gevisitorcentral** database contains configuration data, such as tables and images. It should be backed up on a continual basis since the information may change frequently.

Before you back up your **gevisitorcentral** database:

1. Verify that you have the correct permission level to access the database. We recommend logging on as administrator 'sa' or whatever the current administrator logon assigned at installation.
2. Click **Start**, **Programs**, **Microsoft SQL Server 2005/2008**, and then **SQL Server Management Studio**. In the **Connect to Server** page, verify that the Login and password are correct, and then click Connect.
3. Navigate to and open the Databases folder.
4. Right-click **gevisitorcentral**.The shortcut menu displays.

Note: Although there are other backup methods, the following steps are provided as a guide to assist you in performing one type of backup.

To back up your **gevisitorcentral** database:

1. From the shortcut menu, click **Tasks**, and then **Back Up**. The Backup Database dialog box displays.
2. In the **Backup type** drop-down box, select **Full**.
3. In the **Name field**, you can keep the default or choose a different name.
4. Edit the file path name as appropriate for the folder that you have created to receive the database. Do not change the database name. Click **OK**.
5. In the Select a page pane, click on **Options** to display the Options page.
6. You may select either Overwrite all existing backup sets or Append to the existing backup set. The latter option is useful when using a tape that can hold a large quantity of data. We recommend that you append to the file.
7. You can schedule the backup. Refer to the SQL Help for more information.

8. We recommend that you select **Verify backup when finished** option to guarantee that you perform a good backup.
9. Click **OK** to start the backup.
10. A Backup Progress dialog box displays.
11. When the 'Backup operation has been completed successfully' window displays, click **OK**.
12. Exit the Microsoft SQL Server Management Studio application.

Restoring with Microsoft SQL 2005/2008 Management Studio

How you restore depends on how you backed up the system. What you should restore is detailed below. Restoring your **gevisitorcentral** database should ONLY be done if you are having problems with your system.

Restoring Visitor Central 'gevisitorcentral' database with Management Studio

You should restore the **gevisitorcentral** database backup ONLY if you have problems with your Visitor Central system and all other attempts to correct the system have failed.

These restore procedures are guidelines only.

Before you restore the **gevisitorcentral** database backup:

1. Verify that all Visitor Central network clients other than the Server computer have logged off and that the Visitor Central services are shut down.
2. Click **Start**, **Programs**, **Microsoft SQL Server 2005/2008**, and then **SQL Server Management Studio**. In the **Connect to Server** page, verify that the Login and password are correct, and then click Connect.
3. Navigate to and open the Databases folder.
4. Right-click **gevisitorcentral**.The shortcut menu displays.
5. From the shortcut menu, select **Delete**. The Delete Object page opens. Select the **Delete backup and restore history information for databases** check box, and then click **Ok**.

To restore the **gevisitorcentral** database backup:

Note: Although there are other database restore methods, the following steps are provided as a guide to assist you in performing one type of restore.

1. From the shortcut menu, click **Tasks**, **Restore**, and then **Database**. The Restore database window displays.
2. In the **To database** field, enter `gevisitorcentral`.
3. Select **From device**, and then click ... to display the Specify Backup window.
4. Click **Add,** and then navigate to the backup file. Click Ok.

   Note: If the backup file is on another computer in your network, create a folder on your computer, and then move the file to your Visitor Central computer into the newly created folder.
5. Click **OK** to close the Specify Backup window.

6. Select the backup file you just added by checking the **Restore** check box.
7. In the **Select a page** navigation pane, select **Options**.
8. In the **Restore options** section, select **Overwrite the existing database**.
9. In the **Restore the database files as:** windowpane, edit the path name to match the installation path of Visitor Central.
10. Click **OK**. The Progress windowpane shows the progress of the restoration.
11. Upon completion, you should receive a message stating that the restore was successful. Click **OK**.

SQL Server 2000 Enterprise Manager backup and restore

Enterprise system recovery checklist

If your system or hard drive crashes, your database may be determined to be beyond repair. At that point, you need to restore a backup of your database. Follow a sequence of steps to recover your system. To assist you in recovering your Visitor Central Enterprise system, refer to this checklist.

Complete the steps in the order they are listed here.

- ❒ Install Windows 2000 or Windows 2003 Server operating system. Install applicable operating system service packs.
- ❒ Install SQL Server 2000
- ❒ Install Visitor Central software from the CD.
- ❒ Install Java 2 Runtime.
- ❒ Using SQL Server Enterprise Manager, restore the Visitor Central database from your backup media (gevisitorcentral).
- ❒ Run the licensing program.
- ❒ Reboot the computer.

Backing up with SQL Server 2000 Enterprise Manager

A backup is a copy of selected data. Since Visitor Central does not contain a backup option or utility, you can use any method you like to back up the data.

Note: Using SQL Server Enterprise Manager, backups can be scheduled so that you do not have to remember to back up your databases.

You should keep a backup of the Server computer **gevisitorcentral** database, which contains configuration data, such as tables and images. The Visitor Central database should be backed up when you first set up the system and have confirmed that it is working, and any time you upgrade. It is very important that you also back up the registry settings. In most backup programs, you are prompted to back up these settings.

Note: ALWAYS MAINTAIN A CURRENT BACKUP. Should you have any problems with your system, you can always restore your backup. This includes your database as well as your files.

Backing up 'gevisitorcentral' database with Enterprise Manager

The **gevisitorcentral** database contains configuration data, such as tables and images. It should be backed up on a continual basis since the information may change frequently.

Before you back up your **gevisitorcentral** database:

1. Verify that you have the correct permission level to access the database. We recommend logging on as administrator 'sa' or whatever the current administrator logon assigned at installation.
2. Click **Start**, **Programs, Microsoft SQL Server**, then **Enterprise Manager**. The SQL Server Enterprise Managers opens to display the Microsoft SQL servers.
3. Navigate to and open the Databases folder. This procedure may take several minutes.
4. Right-click gevisitorcentral.The shortcut menu displays.

Note: Although there are other backup methods, the following steps are provided as a guide to assist you in performing one type of backup.

To back up your **gevisitorcentral** database:

1. From the shortcut menu, click **All tasks**, then **Backup database**. The SQL Server Backup dialog box displays.
2. In the Name field, you can keep the default or choose a different name.
3. Select the **Database - complete** option button.
4. From the **Destination** options, you can choose either a file name or a device, such as a tape. (The first time you perform this function, you are required to create the device by clicking **Add**.) We recommend that you select the device or a file on a network. The two options are **Tape** or **Disk**.
5. Double-click the file name displayed in the Backup to: list box. The database name displays in the Edit Backup Destination file name window.
6. Edit the file path name as appropriate for the folder that you have created to receive the database. Do not change the database name. Click **OK**.
7. You may select either **Overwrite existing media** or **Append to media**. The latter option is useful when using a tape that can hold a large quantity of data. We recommend that you append to the file.
8. You can schedule the backup by selecting the **Schedule** check box. The button with the three dots is now enabled, which allows you to edit the schedule. Refer to the SQL Online Help for more information.
9. We recommend that you select the **Options** tab, then select **Verify backup upon completion** option to guarantee that you perform a good backup.
10. Click **OK** to start the backup.
11. A Backup Progress dialog box displays.
12. When the 'Backup operation has been completed successfully' window displays, click **OK**.

Restoring with SQL Server 2000 Enterprise Manager

How you restore depends on how you backed up the system. What you should restore is detailed below. Restoring your **gevisitorcentral** database should ONLY be done if you are having problems with your system.

Restoring Visitor Central 'gevisitorcentral' database with Enterprise Manager

You should restore the **gevisitorcentral** database backup ONLY if you have problems with your Visitor Central system and all other attempts to correct the system have failed.

These restore procedures are guidelines only.

Before you restore the **gevisitorcentral** database backup:

1. Verify that all Visitor Central network clients other than the Server computer have logged off and that the Visitor Central services are shut down.
2. Click **Start**, **Programs, Microsoft SQL Server**, then **Enterprise Manager**.
3. Open the Databases folder.
4. Select, then right-click gevisitorcentral to display the shortcut menu.
5. From the drop-down menu, select **Delete**. You are asked to confirm the delete.
6. Click **Yes**.

To restore the **gevisitorcentral** database backup:

Note: Although there are other database restore methods, the following steps are provided as a guide to assist you in performing one type of restore.

1. From the shortcut menu, click the **Tools** menu, select **Restore Database**. The Restore database window displays.
2. In the Restore as database: field, enter `gevisitorcentral`.
3. In the Restore category, select **From device**.
4. In the Parameters section of the window, click **Select Devices**. The Choose Restore Devices window displays.
5. In the Restore from area, select **Disk** and click **Add**. The Choose Restore Destination window displays.
6. Select **File name**, click **Browse**, and navigate to where the backup file is stored. When the path and file name display in the File name window, click **OK** in the Backup Device Location.
7. Click **OK** to close the Choose Restore Destination window.
8. Click **OK** to close the Choose Restore Devices window. Click **OK** to begin the restore process. The Restore Progress dialog displays.
9. Upon completion, you should receive a message stating that the restore was successful.
10. Click **OK**.

Restoring ‘gevisitorcentral’ database from tape with Enterprise Manager

To restore the **gevisitorcentral** database from tape:

1. Click **Start**, **Programs**, **Microsoft SQL Server**, then **Enterprise Manager**.
2. From Enterprise Manager, right-click **Databases**, **All tasks**, then **Restore database**.
3. Enter `gevisitorcentral` or select from the drop-down list.
4. At the Restore**:** category, select the **From device** option button.
5. In the Parameters Devices area, click **Select Devices**. The SQL 2000 Choose Restore Devices window displays.
6. Select **Tape**, then click **Add**. The tape drive displays as the default in the Choose Restore Destination dialog box.
7. On the Restore Database window, **Parameters** pane, verify that **Restore backup set** and **Database - complete** are selected. Click **OK** three times.

   If you get an error message or if you have multiple files to restore, click **View Contents**. A list of files displays with the contents of the tape. Select which file or files you want to restore from the list.

   If restoring to a different Server computer, you need to run a script to reset the database security.
8. An SQL Server Enterprise Manager window displays stating, ‘Restore of database, ‘Visitor Central’ completed successfully.’ Depending on the size of your database, this can take from a few minutes to a few hours.

Reclaiming hard drive space

In time, you notice that the database continues to use more and more hard drive space. Some of this space can be reclaimed by shrinking the database.

At times, the amount of space reclaimed may be small; sometimes, the results may be quite dramatic. The results vary depending on your setup and the amount of activity of your system.

Shrinking the database with Enterprise Manager

To set the database to shrink:

1. Click **Start**, **Programs**, **Microsoft SQL Server**, then **Enterprise Manager**.
2. In the Enterprise Manager, expand the Databases folder and click to select the database you want to shrink: **`gevisitorcentral`**.
3. Right-click the selected database file. From the shortcut menu, select **All Tasks**, then **Shrink Database**.
4. Leave the defaults and click **OK**. You may want to set up a schedule by selecting the Schedule check box. If you set up a schedule, make sure there are no conflicts.
5. Leave the default settings and click **OK**. The process of shrinking the database may take an extended period of time, depending on the size of the database. The Enterprise Manager may stop responding.

That is not a problem. Your system and database operations continue normally.

Other maintenance options with SQL Server 2000 Enterprise Manager

SQL Server 2000 Maintenance Plan Wizard

At this point you might want to run the SQL 2000 Maintenance Plan Wizard to set up scheduled maintenance operations for the database. The following settings are suggested for the gevisitorcentral and master databases.

Note: Refer to Microsoft SQL Server Online Help and books for details to set up a maintenance plan. The following are general guidelines only.

Before you begin the SQL 2000 Maintenance Plan Wizard:

1. Click **Start**, **Programs**, **Microsoft SQL Server**, then **Enterprise Manager**.
2. Navigate to the database on which you want to run maintenance, select, then right-click to display the shortcut menu.
3. Select **All Tasks**, then **Maintenance Plan**.

To run the SQL 2000 Maintenance Plan Wizard:

1. When the Maintenance Plan Wizard displays, click **Next**, click **Next** and select the **Reorganize Data and Index Pages** check box.
2. Select **Change free Space Per Page Percentage to**. You may leave the default setting of 10, although you may need to increase it in the future.
3. Select **Remove Unused space from Database Files** check box. You may accept the defaults, but as the database grows you may need to change these.
4. Set your backup schedule by clicking **Change**.
5. Click **OK**, then **Next**.
6. Select **Check Database integrity**, then **Attempt to repair any minor problems**. (The default selection is **Exclude indexes**.) Then select **Perform These Checks Before doing the Backups**.

   Note: The plan can be scheduled but remember to check if the plan conflicts with any other job you have set up.
7. Click **Next**.
8. Continue to answer the prompts in the windows of the Database Maintenance Plan Wizard according to your backup location, media and strategy. When you have completed the selections on the final window, click **Finish**.

Clear TempDB log

The ‘Clear TempDB log’ job empties the TEMPDB log file. TEMPDB log needs to empty because the report process creates large temporary tables that consume excessive amounts of hard drive space. This job runs every six hours beginning at 12:00 A.M.

To adjust or modify an existing job schedule:

1. Click **Start**, **Programs**, **Microsoft SQL Server**, then **Enterprise Manager**.

2. Expand the Servers folder to locate and expand your server folder.
3. Expand Management, expand SQL Server Agent, then select **Jobs**. A list of jobs displays.
4. Right-click the job you want to modify and select **Properties** on the shortcut menu. The New Job Schedule window displays.
5. Select the **Schedules** tab and click **New Schedule**.
6. Rename, then set options.
7. Click **OK**.

MSDE Admin backup and restore

Install MSDE Admin

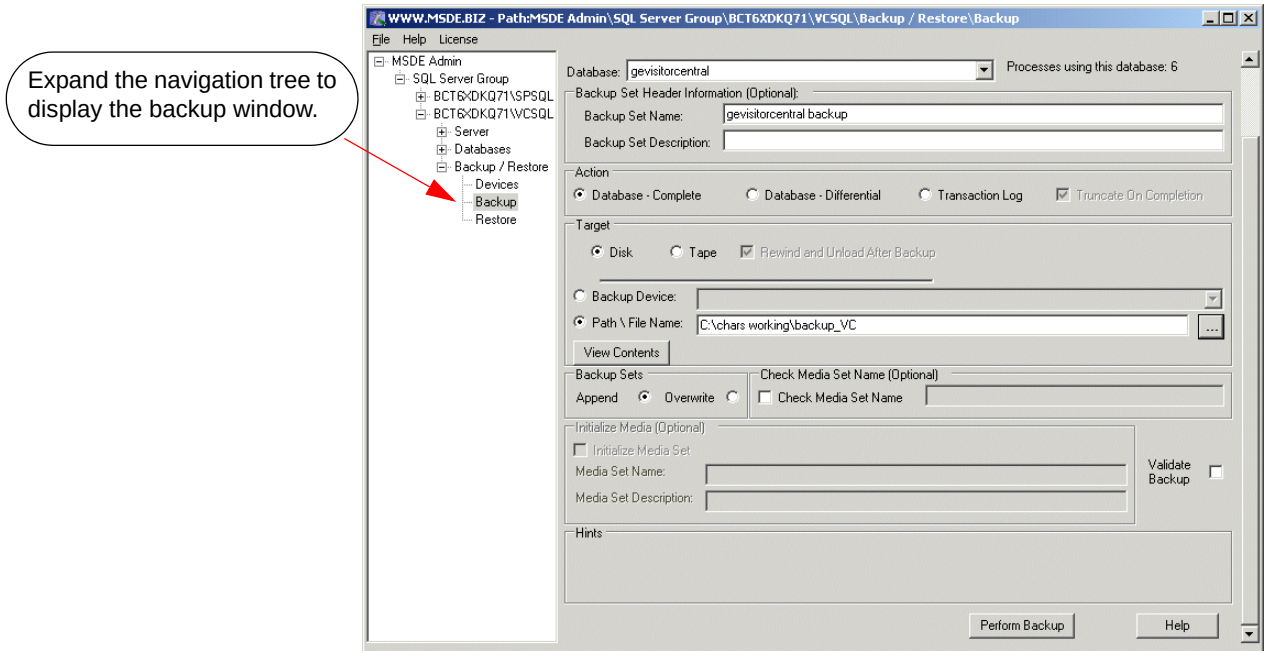
1. For instructions, refer to *Using MSDE Admin utility on page 220*.
2. Follow the prompts to install.
3. When installation is complete, click **Close** to exit.

Backup with MSDE Admin

These instructions assume that you are selecting the target as **Disk** and a path on your computer for the storage.

1. Click **Start**, **Programs**, and **MSDE Admin** to open the **WWW.MSDE.BIZ-MSDE Admin** window.
2. Expand the navigation tree to display the Visitor Central instance backup window on your computer.

Figure 119.MSDE Admin backup window



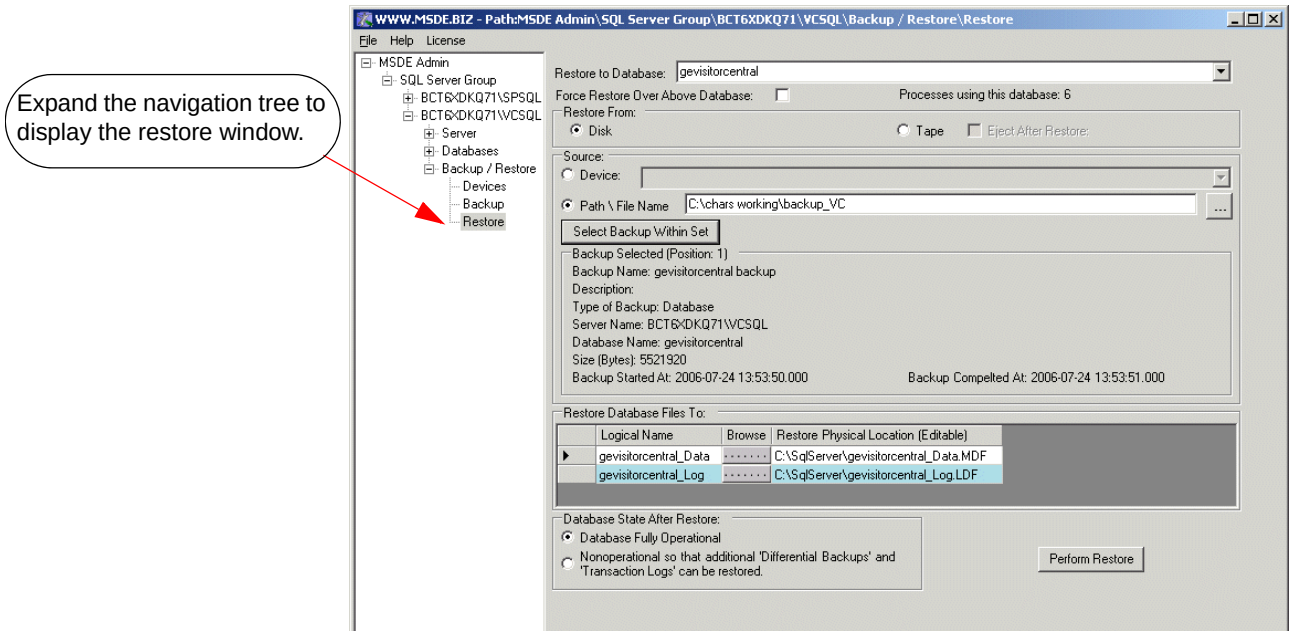
3. Select the database as **`vcvisitorcentral backup`**.
4. Verify that **Database - Complete** is selected as the Action and **Disk** is selected as the Target.
5. Select **Path\File Name** and enter a file name for your backup. Navigate to the location where the backup is to be stored.
6. Select **Append** as the Backup Set. This will append the backup rather than overwrite existing backups. Your window looks similar to *Figure 119*.
7. Click **Perform Backup**. A message displays asking you to confirm the backup process. Click **Yes**.
8. When the backup is complete, a **Backup Completed of gevisitorcentral** window displays. Click **OK** to accept the License Agreement and exit this window.

Restore with MSDE Admin

These instructions assume that you are selecting the source as **Disk** and a path on your computer for the storage source.

1. Click **Start**, **Programs**, and **MSDE Admin** to open the **WWW.MSDE.BIZ-MSDE Admin** window.
2. Expand the navigation tree to display the Visitor Central instance restore window on your computer.

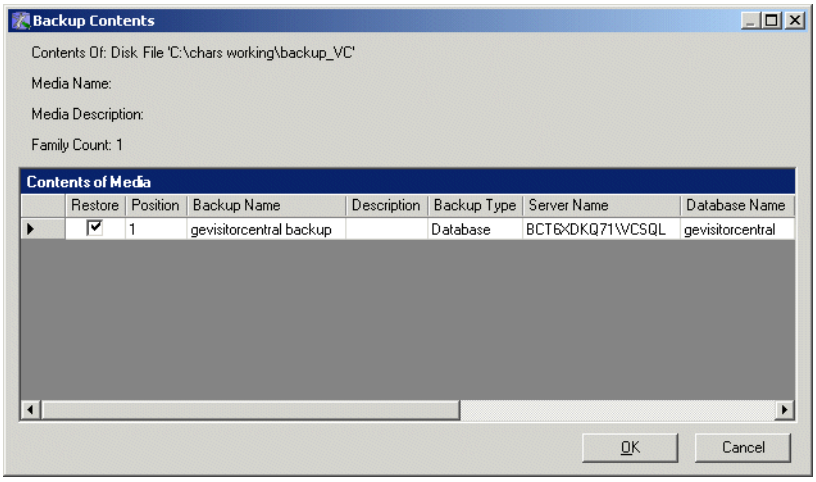
Figure 120.MSDE Admin restore window



3. Select the Restore to Database as **`gevisitorcentral`**.
4. Verify the **Restore From** as **Disk** and navigate to the storage **Source** to display the correct **Path\File Name**.
5. Click **Select Backup Within Set** to display a **Backup Contents** window. Select **`gevisitorcentral backup`**.

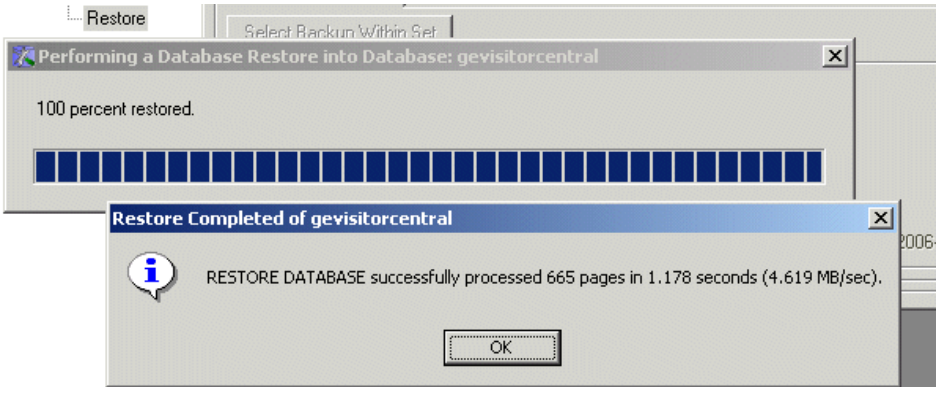
6. Select the check box for **`gevisitorcentral backup`**. Your window looks similar to *Figure 121 on page 240*.

Figure 121.MSDE backup contents



7. Click **OK** to accept and exit the Backup Contents window.
8. Verify that **Database Fully Operational** is selected as the **Database State After Restore**. Your window looks similar to *Figure 120 on page 239*.
9. Click **Perform Restore**. A message displays asking you to confirm the restore process. Click **OK**.
10. When the restore is complete, a message displays similar to *Figure 122*.

Figure 122.MSDE Admin restore complete


Restore
Performing a Database Restore into Database: gevisitorcentral
100 percent restored.
Restore Completed of gevisitorcentral
RESTORE DATABASE successfully processed 665 pages in 1.178 seconds (4.619 MB/sec).
OK

11. Click **OK** to close the dialog box.
12. Click to exit the Restore window.

Contacting technical support

For assistance installing, operating, maintaining, and troubleshooting this product, refer to this document and any other documentation provided. If you still have questions, you may contact technical support during normal business hours (Monday through Friday, excluding holidays, between 8 a.m. and 8 p.m. Eastern Time).

GE Security

United States: 1-888-GE SECURITY (1-888-437-3287)

Asia: 852-2907-8108

Australia: 61-3-9259-4700

Europe: 48-58-326-22-40

Latin America: 503-885-5700

Index

Symbols

.xml files
- configuring *89*
- revising *89*

A

access control
- categories *205*
- checking out *210*
- creating export configuration *204*
- export configuration *206*
- integrating *195*
- licensing *197*
- verifying import *206*

access denied *58*
- banned reasons *58*, *110*, *130*, *137*, *138*
- banned visitors *110*
- creating watch lists *58*

adding a visitor to an appointment *124*
administrator's module *127*
antivirus protection *ix*
application not loading *225*
application window *44*
appointment
- assigning visitors *145*
- checklist *140*
- making *143*
- scheduling *144*

appointment list
- preregistration *119*

appointment monitor *146*

B

Backing *231*
backing up
- Enterprise Server gevisitorcentral database *231*, *234*
- Enterprise Server Visitor Central folder *231*, *234*
- using Enterprise Manager *233*
- using Management Studio *231*
- using MSDE Admin *238*

badge design
- creating *162*
- designer workspace *165*
- for Express visitors *95*

Badge Designer *104*, *165*
badge format
- bar code types *167*
- custom *171*
- implementing custom formats *172*

badges
- badge design *162*
- defining *159*
- defining badge holders *128*

banned reasons
- banned visitors *110*
- changing, editing *110*, *138*
- defining *137*

bar code *5*
- adding *170*
- drawing *170*
- implementing on express badges *105*

browser *38*

C

camera operations
- testing *227*

cascade *43*
categories
- access control *205*

check *110*
check in *110*
checking in *108*, *110*, *146*, *147*, *191*, *192*
Clear TempDB log *237*
clients
- adding *60*
- Express checkin *88*

close
- Enterprise kiosk *194*
- Express kiosk *111*

column names *182*
configure
- access control *202*
- Visitor Central *54*

contact
- addresses and user fields *142*
- technical support *241*
- visitor information *141*

control level permission *70*
conventions
- in this manual *ix*

creating records *49*

D

data grid *46*
database *99*, *101*, *182*, *218*, *220*, *228*, *230*, *231*, *232*, *233*, *235*, *236*
- changing password *227*
- connectivity *218*
- partitions *55*
- shrinking *236*

debug levels *220*
default password *108*, *109*
- creating operator *153*

logout for attendant *110*
default permissions *74*
deleting records *50*
departments
defining *135*
deployment scenario *25*
digital clock settings *44*
displayed document *61*, *89*, *94*, *100*, *158*
configuring for Express checkin *107*

E

editing records *49*
enter SQL statement *183*
Enterprise Kiosk *191*
error message *46*, *175*, *176*, *187*, *218*, *222*, *224*, *236*
exit
Enterprise kiosk *194*
Express kiosk *111*
export configuration *206*
express checkin
checking in *108*
prerequisites *88*
express kiosk *87*
express status changer *118*

F

facilities
creating *55*
global *55*
facility
selecting *39*
facility permission
example *68*
facility permission profile *42*
assigning *84*
definition *66*
global *68*
FAQs *218*
FCWnx *196*, *197*, *198*, *200*, *205*, *210*
filter *44*, *47*
firewall *2*, *6*, *32*

G

global facility *55*

H

hard drive space, reclaiming *236*
hardware and software
recommended *4*
hardware configuration matrix *2*
host *34*, *192*
facility *147*, *149*, *150*
hostname *32*, *38*
identifying *122*
in preregistration *122*
on the appointment monitor *146*
query *177*
tasks *54*
time *44*
watch lists *58*
hosts file *198*

I

import
verifying *206*
installing
pre-installation checklist *4*
SQL Server 2000 *21*
SQL Server 2005 *15*
SQL Server 2008 *10*
Visitor Central *1*
Visitor Central client/kiosk *32*
Visitor Central server *27*
integrating access control *195*
Internet *2*, *4*, *6*, *22*, *38*, *114*, *225*

J

JAR files *218*
Java Archive (JAR) *218*
Java plugin version *226*
JMF installation *6*, *32*, *34*, *88*, *190*, *218*
verifying *226*

K

kiosk
configuring pages *176*
customizing *174*
default check-in *181*
graphic images to pages *179*
page order *181*
prerequisites *190*

L

license scanner *146*, *192*
log *224*
licensing
license manager *30*
Visitor Central *30*
linking
facility permission profiles, permissions, and operators *79*
log files *41*, *220*
installation *222*
preregistration *222*
Tomcat *222*
Visitor Central Server *222*
logon *6*, *32*

M

manage *44*, *47*
menu bar
    menus *40*
Microsoft SQL Server
    installing 2000 *21*
    verifying *21*
minimize all *43*
MSDE Admin Utility *220*
    backup and restore *238*

N

navigating *37*, *40*
non disclosure *42*, *61*, *89*, *107*, *158*

O

open windows *43*
operating system
    preparing *7*
operator *42*
operator permission
    defining *76*
overview
    access control *196*, *212*
    administrator, operator *66*
    Express Kiosk *88*
    operating system installation *7*
    personnel *128*

P

page level permission *69*
parameters *42*, *153*, *183*, *190*
partitions *55*
password
    changing database password *227*
    default logout *110*
    sa *21*
    update profile *117*
patch *197*
people *49*, *50*
permission *42*
    assigning to operators *85*
    diagram *66*
    level *68*
permission profile
    assigning *66*
    definition *66*
personnel *49*, *50*
personnel (people) *128*
personnel type *133*
Picture Perfect *197*
port number
    identifying *218*
preface *ix*
pre-installation checklist *4*
preregistering visitors *113*
preregistration
    adding a visitor to an appointment *124*
    logon *114*
prerequisites
    access control *196*
    checklist *4*
    clients, kiosk *32*
    express checkin *88*
    kiosk checkin *190*
printing *109*
    badge *151*
    badge layout attributes *101*
progress bar *46*

Q

query parameters *183*

R

reclaiming hard drive space *236*
records
    creating *49*
    deleting *50*
    editing *49*
reports *43*, *185*
restore all *43*
restoring
    Enterprise Server gevisitorcentral database *232*, *235*
    using Enterprise Server *235*
    using Management Studio *232*
    using MSDE Admin *239*
retake photo value *95*
RGB values *107*
roles
    defining *139*

S

sa password *21*
Scanner *42*
scanner *5*, *88*, *100*, *109*, *157*, *190*, *218*
    logs *223*
    service log *223*
scenario, sample deployment *25*
search
    criteria *47*
    text boxes *47*
Secure Perfect *197*
service pack *4*, *230*, *233*
sharing *21*, *196*, *200*
shrinking
    database *236*
SMTP *42*, *63*, *64*
software

recommended *5*
SQL keywords and operators *182*
SQL Server
installing 2000 *21*
installing 2005 *15*
installing 2008 *10*
SQL variables *182*, *185*
status bar *46*
synchronize
database *199*
system administrator
default permission *74*
system permission profile *42*
default *71*
definition *66*
example *71*
system preparation matrix *3*, *35*

T

table names *182*
TEMPDB log
clear using Enterprise Manager *237*
tile horizontally *43*
tile vertically *43*
title bar *45*
Tomcat logs *222*
tool bar *43*, *45*
troubleshooting *217*

U

uninstalling *228*
Kiosk *229*
update profile
password change *117*
Upgrade *212*
server running MSDE *212*
upgrade *212*
client *214*
server running SQL 2000, 2005, or 2008 *213*
user fields
configuring *154*

V

visitor
addresses and user fields *142*
appointment *145*
contact information *141*
visitor types *57*

W

watch list *157*
assigning visitors *58*
creating *58*

X

xml values *54*, *61*, *88*
assigning or revising *99*